

The Alphabet, Number, and Symbol Keys

1 PART

Keyboarding in Arts, Audio, Video Technology, and Communication Services

Occupations in this cluster deal with organizing and communicating information to the public in various forms and media.

This cluster includes jobs in radio and television broadcasting, journalism, motion pictures, the recording industry, the performing arts, multimedia

publishing, and the entertainment services. Book editors, computer artists, technical writers, radio announcers, news correspondents, camera operators, and home page designers are just a few jobs within this cluster.

Qualifications and Skills

Strong oral and written communication skills and technical skills are necessary for anyone in communications and media. Without a doubt, competent keyboarding skill is extremely advantageous.

Working in the media requires creativity, talent, and accurate use of language. In journalism,

being observant, thinking clearly, and seeing the significance of events are all of utmost importance. Announcers must have exceptional voices, excellent speaking skills, and a unique style. The ability to work under pressure is important in all areas of media.

Goals

Keyboarding

- Type by touch the letter, number, and symbol keys.
- Demonstrate proper typing technique.
- Use the correct spacing with punctuation.
- Type at least 28 words per minute on a 2-minute timed writing with no more than 5 errors.

Objective Test

- Answer questions with acceptable accuracy on an objective test.

Keyboarding: The Alphabet

LESSON 1

Home-Row Keys: A S D F J K L ;
SPACE BAR ENTER BACKSPACE

LESSON 2

New Keys: E N T

LESSON 3

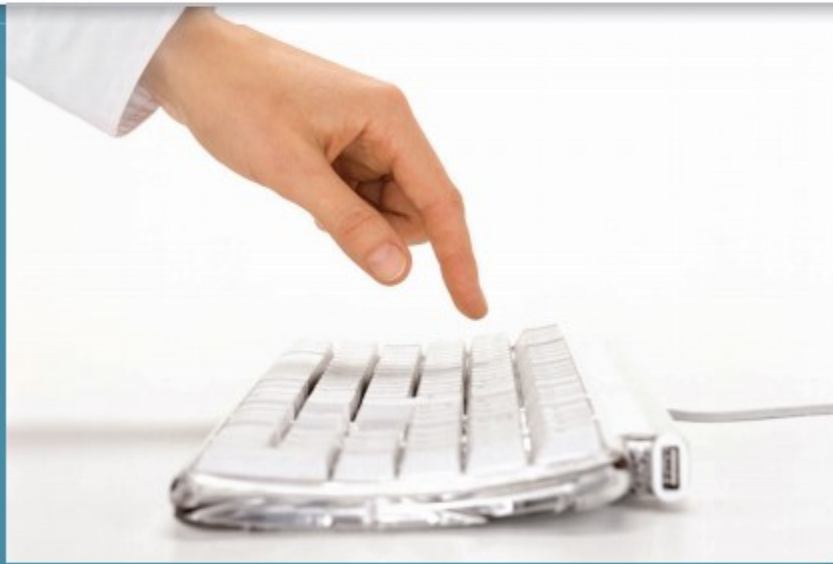
New Keys: O R H

LESSON 4

New Keys: I LEFT SHIFT .

LESSON 5

New Keys: B U C



Home-Row Keys

Goals

- Touch-type the home-row keys—A S D F J K L ;.
- Touch-type the SPACE BAR, ENTER, and BACKSPACE keys.
- Type at least 10wpm/1'/3e; that is, type at least 10 words per minute (wpm) on a 1-minute timed writing while making no more than 3 uncorrected errors.



New Keys

A. HOME-ROW POSITION

The A S D F J K L and ; keys are called the *home-row keys*.

1. Place the fingers of your left hand lightly over the A, S, D, and F keys and the fingers of your right hand lightly over the J, K, L, and ; keys, as shown in the illustration below.
2. Feel the raised markers on the F and J keys; they will help you keep your fingers on the home-row keys. You are now in home-row position. Each finger is named for the home-row key it controls. Thus, your left little finger is known as the A finger, and your right little finger is known as the Sem finger (short for *semicolon*).



B. THE SPACE BAR AND ENTER KEYS

The SPACE BAR is located beneath the letter keys and is used to space between words and after punctuation marks. Tap the SPACE BAR with a downward and inward (toward your body) motion of the right thumb.



The ENTER key moves the insertion point to the beginning of a new line. Reach to the ENTER key with the Sem finger (the little finger of your right hand), keeping your J finger at home. Quickly return the Sem finger to home-row position after tapping ENTER.

C. PRACTICE THE HOME-ROW KEYS

Type each line 1 time, pressing the SPACE BAR where you see a space and pressing the ENTER key at the end of each line (indicated by ↵). Tap ENTER 2 times (indicated by ↵↵) to insert a blank line between each set of drill lines.

- 1 asdf jkl; asdf jkl; asdf jkl; ↵
- 2 asdf jkl; asdf jkl; asdf jkl; ↵↵
- 3 asdf jkl; asdf jkl; asdf jkl; ↵
- 4 asdf jkl; asdf jkl; asdf jkl; ↵



Say the name of each key to yourself as you type it.

D. THE F AND J KEYS

- 5 fff fff jjj jjj fff jjj fjf fjf fjf fjf fff fj fj
- 6 fff fff jjj jjj fff jjj fjf fjf fjf fjf fff fj fj

E. THE D AND K KEYS

- 7 ddd ddd kkk kkk ddd kkk dkd dkd kdk kdk ddd dk kd
- 8 ddd ddd kkk kkk ddd kkk dkd dkd kdk kdk ddd dk kd

F. THE S AND L KEYS

- 9 sss lll sss lll sss lll sls sls lsl lsl sss sl ls
- 10 sss lll sss lll sss lll sls sls lsl lsl sss sl ls

G. THE A AND ; KEYS

- 11 aaa ;;; aaa ;;; aaa ;;; a;a a;a ;a; ;a; aaa a; ;a
- 12 aaa ;;; aaa ;;; aaa ;;; a;a a;a ;a; ;a; aaa a; ;a

H. THE ← KEY

The BACKSPACE key deletes the last character you typed. Reach to the BACKSPACE key with the Sem finger (the little finger of your right hand), keeping your J finger at home. Quickly return the Sem finger to home-row position after tapping BACKSPACE.

Looking at your keyboard and keeping your J finger at home, reach for and quickly press the BACKSPACE key and immediately return your little finger to the Sem key. Do this several times—until you can make the reach without looking at your fingers.



Use the Sem finger.



In the drill line below, follow these directions:

1. Type the group of letters as shown.
2. When you reach the BACKSPACE sign (←), backspace 1 time to delete the last keystroke typed.
3. Then type the next letter. For example, you will type *as*, press BACKSPACE 1 time, and then type *d*, thus changing *as* to *ad*.

Space 1 time after a semicolon (but not before).

13 as←d; dadk←s; sas←d; laf←d; jal←k; sal←d; lasd←s;

Skillbuilding

I. WORD BUILDING

14 a ad ads; l la las lass; f fa fad; s sa sal sala;
 15 d da dad; f fa fal fall; l la lad; j ja jas jass;
 16 s sa sad; f fl fla flak; a as ask; s sa sas sass;
 17 a ad add; a al alf alfa; j ja jak; a al ala alas;

J. 1-MINUTE TIMED WRITING

Take two 1-minute timed writings. Try to complete the passage each time. If you finish, press ENTER 2 times and start over again. The number scale below line 18 shows the number of words credited for typing a partial line. The software will automatically score your timed writings for speed and accuracy.

18 ask a sad lad; a fall fad; add a jak salad; a lad
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10



Goal: At least 10wpm/1'/3e



See "Introduction to the Student" at the front of your text for guidance on how speed and accuracy are measured.

Enrichment • Lesson 1

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

```
1 a dads jass la daff ad add dak lad lads daks adds
2 ads fad lall lass fads alas alfa fala sad alfalfa

3 sal falda all fall sala as falls salad salsa flak
4 asks flask sass dad flasks skald dada jak ask lad

5 alas ask salads dads dak sala fad falda flask sal
6 alfalfa add fads all salad flak lass flask ads as
```

B. SHORT PHRASES

Type each phrase on a separate line; that is, press ENTER 1 time at the end of each line. Type each line 2 times; then press ENTER 2 times to insert a blank line between each line. Do not space after a semicolon if it is the last character on the line; instead, immediately after typing the semicolon, press ENTER.

```
7 a lad;
8 a lass;
9 a fall;

10 ask dad;
11 add all;
12 as a fad;

13 a fall ad;
14 dad falls;
15 jak salad;

16 add a lad;
17 ask a lass;
18 all flasks;

19 fall salads;
20 a lad asks dad;
21 a sad lass falls;
```

C. PARAGRAPH TYPING

First, type the following paragraph 1 time. Do not press ENTER at the end of each line; instead, let Word wrap end your lines for you. After you type the three lines 1 time, press ENTER 2 times and then type the three-line paragraph again.

```
22 fall salad; add a jak ad; alfalfa salad; ask a
23 sad lad; a lad asks dad; a lass asks dad; a sad
24 lad falls; a sad lad asks a dad; as a lass falls;
```


New Keys

Goals

- Touch-type the E, N, and T keys.
- Type at least 11wpm/1'/3e.



Fingers are named for home-row keys. For example, the middle finger of the left hand is the D finger.



Tap the SPACE BAR with a downward and inward motion of your right thumb.

A. WARMUP

- 1 aa ss dd ff jj kk ll ;; fj dk sl a; asdf jkl; a;s
- 2 ask dad; a flask; a salsa salad; as sad as a lass
- 3 add salsa; fall fads; alas a sad lass; a dad; jak

New Keys

B. NEW-KEY PROCEDURE

Follow this procedure when learning a new key:

1. Place your fingers on the home-row keys.
2. Look in the left margin of your lesson to see which finger controls the new key.
3. While looking at your keyboard and without actually typing, move the correct finger to the new key and back to home-row position. Do this several times—until you can make the reach without looking at your fingers.
4. Now, with your fingers still on the home-row keys, type the drill lines while keeping your eyes on the copy.
5. If you forget the location of a key, stop typing and repeat step 3.
6. You will make numerous errors while you are learning the keyboard; do not be overly concerned about them. Errors will decrease as you become more familiar with the keyboard.



Keep the A finger at home as you reach for E.



Use the D finger.

Keep the Sem finger at home as you reach for N.



Use the J finger.

Keep the A finger at home as you reach for T.



Use the F finger.



Only one letter changes in each word.

C. THE E KEY

4 ddd ded ded ede ede eee alae dead eels fed jelled
5 eke lead see fed fee safe eel ease seal deal dead
6 deed feed jell keel lead seal elks fade leek seek
7 a fake deal; feed a flea; lease a desk; sell ale;

D. THE N KEY

8 jjj jnj jnj njn njn nnn and sadness ends deafness
9 knee kennel sneak an fan dens fen lens sedan lend
10 dean sane lane sank keen lens seen fend lank send
11 lend a needle; send jeans and sandals; needs land

E. THE T KEY

12 fff ftf ftf tft tft ttt ate jet aft felt ant east
13 latte tat test at fat jest let ate late east daft
14 deft feet lent state taste tenet sets detest lets
15 a fast jet left at ten; staked a tent; tall tales

Skillbuilding

F. MINIMUM-CHANGE PRACTICE

16 lent sent send tend tent test nest lest fest jest
17 lake take tale tall tell fell felt feet feat seat
18 seed teed tend send sand land lend fend feed feel
19 lens tens fens fans tans tens dens dent lent sent
20 sank tank talk tale kale dale date late lane lank
21 jets lets less lass last fast fest feet feat seat

Enrichment • Lesson 2

Type each line 2 times.

E
N
T

E
N
T

E
N
T

ENT
ENT
ENT

Type each line 2 times.



Do not type
the colored
vertical
lines that
separate each phrase.

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

- 1 fleet steel assets deafen lessee deed elate kneel
- 2 annals fanned nene anneal needle fennel leaden an
- 3 tats detest latest jet tsetse stats attest settle
- 4 detest lessen see leek skeet elands estate fallen
- 5 flan keen lean send knee sank land keen lane fend
- 6 aft let eta net alt fat sat ant ate set jet tanks
- 7 sleek leaden leaded needle easel knell sleets eke
- 8 and ant den end fan fen ken nee nets ten tan sane
- 9 settee state kettle tattle taste task kaftan test
- 10 nest detent tens sanest knelt neat teens dent net
- 11 tensed ante tanned talent sent nest latent fanjet
- 12 anklet tenant tend eaten attend assent ten fasten

B. SHORT PHRASES

- 13 jet lease | sent fast | tan sedan | sent less | ten seats
- 14 dense lad | ten deeds | sent east | ten tasks | least tan
- 15 jet fleet | let feast | neat deal | neat feat | least sad
- 16 let stall | net leads | let stand | stale ale | let sneak
- 17 sent left | net deals | ten dates | sent data | ten lakes
- 18 ten desks | neat seat | ten deals | ate steak | let taste

C. CLAUSES

- 19 a teen ate at least ten dates and sat at a stand;
- 20 fasten a faded saddle and sandal at a sad estate;
- 21 a tall tan fanjet landed at a flat delta and sat;
- 22 all lasses tasted a lean steak and felt less sad;
- 23 a tenant sent kale salads and ate fat leeks fast;
- 24 a dad skated at a lake and leaned left at a tent;
- 25 take a seat at a settee and taste tea and salads;
- 26 a tall tenant leased a sedate teal sedan and sat;
- 27 at least a lad tasted steak and ale and ate fast;

New Keys

Goals

- Touch-type the O, R, and H keys.
- Type at least 12wpm/1'/3e.



A. WARMUP

learned keys
concentration
easy

- 1 take a jet and taste a flat steak at a tall tent;
- 2 skedaddle attendant senseless flatlands steadfast
- 3 an ant lent an elf a snake; an elk let an ant eat

New Keys

Keep the J finger at home as you reach for O.



Use the L finger.

Keep the A finger at home as you reach for R.



Use the F finger.

Keep the Sem finger at home as you reach for H.



Use the J finger.

B. THE O KEY

- 4 lll lol lol olo olo ooo do eons foe jot kook lots
- 5 no too so to not ton eon foe jot lot no dodo dojo
- 6 took soon solo onto oleo tool look foot fool soon
- 7 a felon loaded a lot of loose loot on an old lot;

C. THE R KEY

- 8 fff frf frf rfr rfr rrr are drat erased fro okras
- 9 enroll ore errs tree rear ardor drear raked radar
- 10 erred rotor retro error rare rater rear errs dare
- 11 a red deer ran free for an area near a rear door;

D. THE H KEY

- 12 jjj jhj jhj hjh hjh hhh ah adhere heh offhand shh
- 13 ankh oh rho she the ha he oh hah haha harsh heath
- 14 shah hallah the that she three here there her hot
- 15 she and he had heard that other short heron here;



Only one
letter
changes in
each word.

Skillbuilding

E. MINIMUM-CHANGE PRACTICE

16 dash hash sash lash last lost host hoss loss less
17 hall tall tale kale hale hole role dole dolt jolt
18 hero here hare hard hark lark dark dank rank rant
19 jeer seer seek leek leak teak tear teal seal real
20 horn torn tort fort fore fare hare hard hart dart
21 heat seat feat fear hear sear dear dean lean leak

F. NEW-KEY REVIEW

O 22 food noon soon fool nook root solo tool donor oho
R 23 err rear ardor dares freer rarer roar order erred
H 24 hash hardhat harsher hath shah harsh heath hashed
O 25 foot odor toot oho drool oleo too hoof rook drool
R 26 radar raker rooter rare arrest reader rafter sort
H 27 heathen hashes health hearth hoorah heather trash
O 28 dodo lost toro doors onto flood hooks roof honors
R 29 errata orator darker render rather tartar terrors
H 30 rehash hothead sheath thrash thresh handheld hash

G. CLAUSES

31 she folded the sheets and he held her hands free;
32 he heard an oath and told her to note the reason;
33 the odd raft had floated onto the north seashore;
34 then she joked that he had stolen the old shades;
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

H. 1-MINUTE TIMED WRITING

35 the jaded steno learned a hard lesson on the trek 10
36 to a tree; 12
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed
writings. Let word wrap
end each line. Press
ENTER only at the end of
line 36.



Goal: At least
12wpm/1'/3e

Enrichment • Lesson 3

Type each line 2 times.

- | | | |
|------|----|---|
| O | 1 | roost hotfoot solon forefoot loose offshoot odors |
| R | 2 | errs rater refer retro rotor harder roster resort |
| H | 3 | hardhats hasheesh hosanna hotshots rehashed flesh |
| O | 4 | nonfood shook forenoon stood torso onlooker hoots |
| R | 5 | darter terser horror roller eraser roarer errands |
| H | 6 | sheathed shoehorn aha thrasher handshake thrasher |
| O | 7 | shoot foothold forsooth noose stool rodeo tootles |
| R | 8 | narrator restorer tearjerker referral northerners |
| H | 9 | harshness horseshoe hotheaded shorthand threshold |
| OR H | 10 | rho ashore hoorah hero hereto shorts hoar hoarser |
| OR H | 11 | hoer holder hora horn honker forth horned shofars |
| OR H | 12 | frosh throes froth honor heron horror hoard honer |

Type each line 2 times.

Do not type the colored vertical lines.

B. SHORT PHRASES

- 13 a loose shade|eats a short noodle|the rose thorns
14 a tattletale|she sat here|he often jostled a jerk
15 the rest of the lesson|thanks for the short looks

16 the oddest tattoos|those stolen forks|do not jerk
17 the shore floods|she flossed her teeth|jot a note
18 the earth shook hard|had a look|a tenth of a foot

Type each line 2 times.

C. CLAUSES

- 19 she shared her salad at the hotel near the shore;
20 three deer ran to the dark oak tree near the ark;
21 she had then also looked at the other ten horses;

22 she set all of the stolen art on that tall shelf;
23 take a seat near the dark settee and talk to her;
24 the teal sandals on her feet had soon fallen off;

25 the loose earth on the north and east had fallen;
26 ask her not to take the nonfat food to the stall;
27 the senator held a safe seat and soon left there;

New Keys

Goals

- Touch-type the I, LEFT SHIFT, and Period keys.
- Type at least 13wpm/1'/'3e.



A. WARMUP

learned keys
concentration
easy

- 1 the soda jerks fell onto a stall and told a joke;
- 2 horseshoe northeast shorthand therefore threshold
- 3 half of an oak had torn and also half of a shelf;

New Keys

Keep the J finger at home as you reach for I.



Use the K finger.



Use the A finger.

B. THE I KEY

- 4 kkk kik kik iki iki iii aid die lei fit hit radii
- 5 jilt kid lit nit oil rid sits tie id if in is ilk
- 6 aid sin did fie kid jail kid lid nil tie oils ail
- 7 nine irises in a lei did die in a sink in a deli;

C. THE LEFT SHIFT KEY

To capitalize letters on the right half of the keyboard:

1. With the F finger at home, press and hold down the LEFT SHIFT key with the A finger.
 2. Press the letter key to be capitalized.
 3. Immediately release the LEFT SHIFT key and return fingers to the home-row position.
- 8 aaa Jaa Jaa Kaa Kaa Laa Laa Naa Iaa Oaa Jane Hank
 - 9 Hans Hale Jade Jake Ian Kate Nan Oak Ian Hal Lara
 - 10 Nan Halle Ian Karl Lara Lena Oates Jan Katie Lars
 - 11 Neither Jake Hanks nor Nathan Karl is in Oakland;



Keep the J finger at home as you reach for the period.



Use the L finger.

D. THE . KEY

Follow these rules for spacing with periods:

- Do not space before a period.
- Space 1 time after a period following an abbreviation.
- Do not space after a period within an abbreviation.
- Space 1 time after each initial in a person's name.
- Space 1 time after a period ending a sentence in the middle of a paragraph. Do *not* space after a period at the end of a paragraph.

12 lll l.l l.l .l. .l. ... i.e. addl. intl. n.d. Jr.
 13 Jan. Ill. a.k.a. N.J. Ind. anon. asst. N.H. Okla.
 14 No. et al. i.e. I did. He is not. Ian ate. I sat.
 15 J. L. Harris is in Okla. or Ill. for addl. tasks.

Skillbuilding

E. MINIMUM-CHANGE PRACTICE

16 sink link fink find kind kink link rink rind kind
 17 file tile till kill sill silk silt lilt tilt tint
 18 fail tail sail said laid lair hair hail nail rail
 19 sill kill fill fall Falk talk tall Hall Hill Jill
 20 list fist fish dish dash Nash Nast fast last Lash
 21 Jane Lane Kane Kant rant rent Lent lint tint hint

F. NEW-KEY REVIEW

22 idiot initial kiddie raisin finish initiate if in
 23 John Hall Lisa Jane Olaf Jill Joan Lois Joel Koto
 24 H. I. J. K. L. N. O. n.d. Jr. i.e. No. Jan. asst.
 25 Ida J. Harris; Indira K. Little; Lillian N. Iris;



G. SENTENCES

26 Neither Iris L. Harris nor Ida N. Jones is there.
 27 In Orlando he had the aid of Nikita to finish it.
 28 Lillian H. Little did not hide it inside the tin.
 29 Inlaid tiles are on Oak Lane for Kristina to see.

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings.



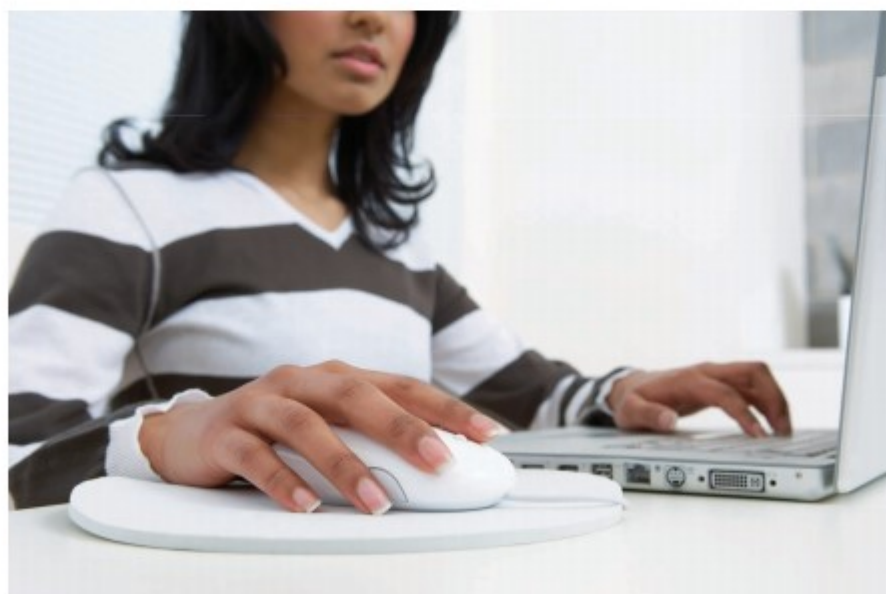
Goal: At least
13wpm/1'3e

H. 1-MINUTE TIMED WRITING

30 Lisa N. Jenkins had dined in Oakland. Lois had
 31 to find her there.

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

10
13



Enrichment • Lesson 4

Type each line 2 times.

I
LEFT SHIFT

I
LEFT SHIFT

I
LEFT SHIFT

I LEFT SHIFT
I LEFT SHIFT
I LEFT SHIFT

Type each line 2 times.

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

- 1 aid air din fir fit hit ilk ink inn ire iris this
- 2 Joe Kid Les Ian Ned Ida Noe Lil Jon Ira Kent John
- 3 a.k.a. addl. Okla. N.J. N.H. n.d. intl. asst. Jr.
- 4 lid ail did fit tin tie sin oil irk if it is in I
- 5 Lee Joe Ida Ina Joel Leo John Koto Olaf I. N. Jai
- 6 anon. et al. i.e. Ill. Ind. Jan. n.d. No. Ltd. H.
- 7 idea iris nail dial edit into file sink soil hint
- 8 Jill Lisa Nina Lois Hall Jane Joel Hart Olaf Joan
- 9 I. J. K. L. N. O. Joe. H. Nie; Leo K. Kale; L. J.
- 10 Keith N. Harris; Irene I. Olson; Katie O. Hinder;
- 11 Hilario I. Oleans; Kristen N. Jai; Leila N. Jain;
- 12 Keiko O. Ikeda; Ida H. Jenkins; Lillie N. Little;

B. SHORT PHRASES

- 13 that diet soda; an inlaid tile; finish the tasks;
- 14 tried to aid her; a dirt floor; I. I. Johnson Jr.
- 15 initial on the fifth line; it is OK; hire Ida Li;
- 16 a fair deal; a kosher deli; kiss the thin kiddie;
- 17 other ideas; tidied the dens; inside this raisin;
- 18 H. and I. and J. and K. and L. and N. and O.; OK;

C. SENTENCES

- 19 Olla needs to freshen the tired look of the nook.
- 20 Keith did not find the softened toast in the tin.
- 21 I think either N.H. or N.J. is OK for the hotels.
- 22 Leo Jones insisted on the three lessons in there.
- 23 Iris Joel had fished here and had liked it a lot.
- 24 Leila sifted and stirred the soil that needed it.
- 25 Lois N. Henderson is a dentist there in Lakeland.
- 26 Ina has to attend the initial session in Oakland.
- 27 Jill had not finished the task so I assisted her.

New Keys

5

Goals

- Touch-type the B, U, and C keys.
- Type at least 14wpm/1'/3e.



A. WARMUP

learned keys
concentration
easy

- 1 Jake Nort had not led a fast life; he had rested.
- 2 Hadassah Henderson Jonathan Jeanette Leonardo Lee
- 3 Keith Idle and Henri did tie a fish to the dials.

New Keys

Keep the A finger at home as you reach for B.



Use the F finger.

Keep the Sem finger at home as you reach for U.



Use the J finger.

Keep the A finger at home as you reach for C.



Use the D finger.

B. THE B KEY

- 4 fff fbfbfb bfb bfb bbb label ebbs tidbits rebels
- 5 offbeat bib inkblot alb inbred job orb hotbed lab
- 6 babes barbs bobbin blab babble blob bobbed bobble
- 7 His best baseball and bat are near a blond table.

C. THE U KEY

- 8 jjj juj juj uju uju uuu tau but dun euro fun huts
- 9 radius jut kudos flu nut out run sub tub flu aunt
- 10 luaus lulu tutus dufus undue usual bureau unusual
- 11 Kudos to Luke for the debut of his book on burns.

D. THE C KEY

- 12 ddd dcd dcd cdc cdc ccc aces bobcat occur redcoat
- 13 deck ashcan ice bookcase talc inch dock arc discs
- 14 etch duck etch buck doc arc chic cacti cubic cock
- 15 Our church choirs can cancel our recitals on cue.



Skillbuilding

E. MINIMUM-CHANGE PRACTICE

16 buck luck lock rock rack race lace late Kate Kane
 17 cube tube tune tone tine tint hint hind hand hard
 18 curb carb cart dart dark lark Lars bars cars care
 19 bout boat coat coal foal foul four tour hour sour
 20 cure cute lute lube tube tune tone hone hose nose
 21 bare barn bard lard lord cord curd card hard hark

F. NEW-KEY REVIEW

B 22 baker banjo bark basin bribe brake bond boast bit
 U 23 unit uke urn use fuel hulk sun tusk house duo sub
 C 24 cab chat carol chili check church condo cell aces
 B U C 25 cub buck curb scuba scrub biscuit cubicle cutback

G. SENTENCES

26 Joe and Lee think the surf and turf is delicious.
 27 Kent said a bunch of bandits robbed a local bank.
 28 Unit costs of the industrial knob are reasonable.
 29 Nine of the jurors can render the decisions soon.

H. 1-MINUTE TIMED WRITING

30 Her old brick condo near Lake Huron has just the 10
 31 features Luis needed. 14
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings.



Goal: At least
14wpm/1'1/3e

Enrichment • Lesson 5

Type each line 2 times.

- B 1 bans bar bud rib fib bad bin bat bee job ebb labs
U 2 dub jut run rubs sue but bud ours dud bun fur due
C 3 act can aces cab cat cod cot cad ice con cuts cue
- B 4 babe debt bank able book snub blob boat both stab
U 5 euro haul Luke hush loud feud cure sour foul husk
C 6 ache duck cent each Nick cake inch fact lack care
- B 7 abode board tribe boast beret burros brake rabbis
U 8 fruits audit crush abuse routes found ruler adult
C 9 catch crude acute clicks cross check chosen black
- B U C 10 because buck butcher cube curb scuba subject club
B U C 11 cutback cubic cherub bucket biscuit bounce buckle
B U C 12 cubicle obscure brunch cubs curable scrub bunches

Type each line 2 times.

B. SHORT PHRASES

- 13 a brisk canter; because of us; a bunch of bananas
14 a rude subject; a tribe of Indians; choke a horse
15 the color of chalk; adults and children; a cherub
- 16 the noble cause; cost a fortune; a crust of bread
17 a unit of blood, a bleak outlook; hurt just a bit
18 black belt in karate; blue suede shoes; fur coats

Type each line 2 times.

C. SENTENCES

- 19 Little obscure cutbacks did not affect their job.
20 Her old cubicle is near the corner of the office.
21 Jack had a bacon biscuit and cola for his brunch.
- 22 Jed beat the odds because the disease is curable.
23 Haul the bucket of nuts and bolts to the shelter.
24 Look for the subject of the broken link to arise.
- 25 Just fill in the blank line and send it all back.
26 His adobe house near our house has not been sold.
27 One black briefcase is on the bureau in the hall.

Keyboarding: The Alphabet

LESSON 6

New Keys: RIGHT SHIFT W M

LESSON 7

New Keys: X P TAB

LESSON 8

New Keys: Q , G

LESSON 9

New Keys: V Y Z

LESSON 10

Review



New Keys

Goals

- Touch-type the RIGHT SHIFT, W, and M keys.
- Type at least 15wpm/1'/3e.



A. WARMUP

learned keys
concentration
speed

- 1 Her brief research could land Kate her first job.
- 2 abundance incurable obstructs bucketful clubhouse
- 3 Keith has both an auto and a bus but is not rich.

New Keys

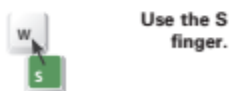


B. THE RIGHT SHIFT KEY

To capitalize letters on the left half of the keyboard:

1. With the J finger at home, press and hold down the RIGHT SHIFT key with the Sem finger.
2. Press the letter key to be capitalized.
3. Immediately release the RIGHT SHIFT key and return fingers to the home-row position.

- 4 ; ; ; A ; ; S ; ; D ; ; F ; ; Ali Sol Don Fido Eli Todd Ron
- 5 Burr Cora Bo Che Alan Dick Sue Dot Chris Rob Ruth
- 6 Bob Ana Don Blake Diane Bud Ann Rufus Rod Al Elon
- 7 Diane S. Dickens likes the East Coast of Florida.



C. THE W KEY

- 8 sss sws sws wsw wsw www bawls cobwebs dwarf fewer
- 9 thwart kiwi awkward bulwark unwed owe Darwin swab
- 10 two Kuwait bowwow owls news laws ewe haw how owns
- 11 Wanda went to the World Wide Web for the lowdown.



Use the J finger.

D. THE M KEY

12 jjj jmj jmj mjm mjm mmm am submit acme admit hems
 13 Hoffman ohm him Hackman calm ammo unmet moms arms
 14 ism Batman hums Newman Emma maim memos mime madam
 15 Mamie can make a commitment to the mammal museum.

Skillbuilding

E. WORD BUILDING

16 A Al Ala Alan; D Do Don; R Ru Rut Ruth; m mu mum;
 17 m mo mow; w wa war warm; M Ma Mac; w wh who whom;
 18 m ma mai maim; e el elm; a ar arm; M Ma Mam Mama;
 19 a ai aim; o oh ohm; s sw swa swam; T To Tod Todd;
 20 M Mo Mom; w wh who whom; w wo wor worm; w wa war;
 21 E Em Emm Emma; m ma mar; w wa war warm; M Mi Mia;

F. NEW-KEY REVIEW

RIGHT SHIFT	22 Adam Walt Carl Emma Rick Taft Ward Tate Rita Eric
W	23 news wire dawn owls wish awes dewes town wake wolf
M	24 mill name demo home mast mind dime mini omen dome
RIGHT SHIFT	25 Will Aida Chad Erie Rome Tara Tess Ross Ewan Weir
W	26 wood twin bows bowl slaw know webs wool flaw claw
M	27 item mate mint room stem miss jamb dorm ammo lamb
RIGHT SHIFT	28 Alan Alma Webb Fern Ruhr Thad West Theo Fiji Cuba
W	29 fowl stew work stow whom crew wife crow wall wind
M	30 math mist team lima drum arms limo mean term monk

G. 1-MINUTE TIMED WRITING

31 Then Barbra just left them at the house since the 10
 32 men and women were awake. 15

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings. Press ENTER only at the end of line 32.



Goal: At least 15wpm/1'3e

Enrichment • Lesson 6

Type each line 2 times.

RIGHT SHIFT

W

M

RIGHT SHIFT

W

M

RIGHT SHIFT

W

M

RIGHT SHIFT W M

RIGHT SHIFT W M

RIGHT SHIFT W M

Type each line 2 times.

Type each paragraph 2 times, letting word wrap end each line for you.

A. NEW-KEY REINFORCEMENT

- 1 Anne Arab Dade Finn Sara Thor Tito Saul Fisk Dale
- 2 arrow crown dew's word watch awe water towel award
- 3 aim number him album human dam alumni amend dream
- 4 Asia Wolf Baja Dana Ford Scot Toto Will Seth Demi
- 5 owner we row drawl bow elbow brawl towel who when
- 6 sum mob me arm elm macro aroma female month woman
- 7 Barb Bess Dodd Adam Shaw Finn Dean Shea Webb Earl
- 8 jewel waist straw law swine crowd war allow drown
- 9 man method Ms. mud crime hum admit am amuse armed
- 10 Awesome Somehow Swims Warmer Winsome Wisdom Warms
- 11 Twosome Swami Warmed Cutworm Dimwit Swarm Walkman
- 12 Wartime Snowman Woman Welcomes Swimmer Whom Women

B. SHIFT KEY PRACTICE

- 13 Jack Neal Shea Nell Jane Alan Dodd Jean Nero Jeff
- 14 Earl Alma Anne Ella Emil Thad Theo Emma Oahu Thor
- 15 Tito Kane Kate Kent Fiji Bill Finn Ural Bonn Fisk
- 16 Otto Urdu Ford Owen Uris Utah Fuji Laos Utes Rice
- 17 Hank Hans Rick Rita Hera Herb Mack Mali Chad Chen
- 18 Marc Wild Will Mari Cook Cuba Matt Wolf Wood Mead

C. SENTENCES

- 19 Mr. Taft admitted that his claim was turned down.
- 20 Ms. Wu used her Web cam and also browsed the Web.
- 21 Blossoms bloom when it rains twice in four weeks.
- 22 I wasted much time when I was in town last month.

D. PARAGRAPH TYPING

- 23 Ms. Cara Fields listed Milwaukee Tech as her alma 10
- 24 mater on her resume. I think that she majored in 20
- 25 business administration and minored in science. 29
- 26 We rode in a sleek limousine from the hotel to 9
- 27 Jackson Hole and ate dinner at the Camelback 19
- 28 Restaurant. We both ordered seafood and wine. 28
- 29 The newest member of our firm is Ms. Caroline K. 10
- 30 Smith; she will start work tomorrow as our labor 20
- 31 relations assistant and will work in New Hall. 29

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

New Keys

Goals

- Touch-type the X, P, and TAB keys.
- Type at least 16wpm/1'/3e.



A. WARMUP

learned keys
alternate hand
speed

- 1 Ask Al and Jan to be in the room with Ms. Fuchs.
- 2 rituals socials downtown anthems dorms authentic
- 3 Chris has to make an enamel dish for the mantel.

New Keys



Use the S
finger.

B. THE X KEY

- 4 sss sxs sxs xsx xsx xxx ax ox fox box tax fix mix
- 5 axis jinx crux exam taxi exit hoax text coax flex
- 6 next lax inbox index sexism exhaust exists deluxe
- 7 The next wax exhibit will excite the anxious fox.



Use the
Sem finger.

C. THE P KEY

- 8 ;;; ;p; ;p; p;p p;p ppp pi ape subplot mudpie pep
- 9 ashpit pips inkipad helps imp input opt apps warp
- 10 spa output up cowpea pa Alp top apes cap map cops
- 11 Pat put up a pinup that he ripped from the paper.



Use the A
finger.

D. THE TAB KEY

The TAB key is used to indent paragraphs 0.5 inch. As shown on the next page, you can also align words in columns by pressing the TAB key.

Keep your F finger in home-row position as you quickly press the TAB key, and return your A finger to home-row position immediately after you press the TAB key.



Press **TAB** when you see the → symbol.

12 aah→ abs→ ace→ act→ add→ ado→ ads→ aft→ aha
 13 aid→ ail→ aim→ air→ ale→ all→ alt→ amp→ and
 14 ant→ ape→ app→ apt→ arc→ are→ ark→ arm→ art
 15 ash→ ask→ asp→ ate→ auk→ awe→ awl→ awn→ axe

Skillbuilding

E. WORD BUILDING

16 p pr pro prop; b bo box; p pa pac pack; s se sex;
 17 p pa pad; e ex exa exam; p pe pep; e ex exi exit;
 18 f fo fox; p pi pin pint; p pa par part; w wa wax;
 19 j ji jin jinx; r ra rap; p pi pin; t te tex text;
 20 p po por port; f fi fix; p pl pla plan; m mi mix;
 21 o op opt; f fl file flex; p pu put; c co coa coax;

F. NEW-KEY REVIEW

X 22 box exile apex exec minx fox boxers ox inbox flux
 P 23 pack dope pair ripe pest wipe plan sped jeep shop
 TAB 24 is→ no→ on→ to→ we→ in→ he→ be→ at
 X 25 expo wax next sax axed excess oxen maxi axle taxi
 P 26 pain spam park upon pile bump plot apex camp whip
 TAB 27 ad→ as→ do→ hi→ if→ it→ of→ or→ up
 X 28 excuse tax expense reflex textbook except mailbox
 P 29 palm hope part stop pine cope poem kept wrap deep
 TAB 30 us→ so→ oh→ me→ id→ ho→ ha→ an→ am

G. 1-MINUTE TIMED WRITING

Note: The word counts in this book credit you with 1 stroke for each paragraph indention in a timed writing. The timed writing starts when you press the **TAB** key.

31 Just ask the six of them to wait in place 9
 32 for Brenda to complete that last job. 16
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings. Press **ENTER** only at the end of line 32.



Goal: At least 16wpm/1'3e

Enrichment • Lesson 7

Type each line 2 times.

X

P

TAB

X

P

TAB

X

P

TAB

X, P, TAB

X, P, TAB

X, P, TAB

Type each line 2 times.

A and Sem

S and L

W and O

D and K

E and I

R and U

Type each paragraph
2 times.

A. NEW-KEY REINFORCEMENT

- 1 execute fixture exercise excuse mailbox exert tax
- 2 paper piper pauper prop pompom peep pope pulp pop
- 3 at→ is→ ho→ on→ to→ up→ in→ he→ be
- 4 lax maximum annex exception inexact examine extra
- 5 people pulpit pupil puppies pepper pump pinup opt
- 6 an→ as→ do→ hi→ if→ it→ of→ or→ we
- 7 example exclude experience except experts excuses
- 8 puppet pipe poplar up slipup rapper supper tiptop
- 9 us→ no→ so→ oh→ me→ id→ ha→ ad→ am
- 10 max→ mix→ cop→ tax→ pit→ pro→ pox→ hip→ lap
- 11 ape→ pad→ box→ cap→ fix→ pod→ cup→ tip→ rap
- 12 pep→ lax→ pet→ sip→ fox→ pun→ sax→ map→ wax

B. CORRESPONDING-FINGER PRACTICE

- 13 abase; fatal; axial; afar; area; ahead; ajar; Al;
- 14 else slap lets self list oils also lose last slam
- 15 word blow down owes flow show know whom crow work
- 16 dark dike eked kind deck kids disk skid desk duck
- 17 edit line bite nice bike side ripe cite tire deli
- 18 rule true burn sour four rule ours curb sure hour

C. SENTENCES

- 19 Paul was anxious to drop off the box of old maps.
- 20 The extra income Pam earned is exempt from taxes.
- 21 People expect excellent results on their laptops.
- 22 Please exit the plane and step on the purple box.

D. PARAGRAPH TYPING

- 23 Just a few taxis were on the roads on that 9
- 24 black and cold late afternoon. I needed a map to 19
- 25 find the street to the second job consultation. 28

- 26 Blake used his own expertise to prepare the 9
- 27 report on the success of the annual fall flower 19
- 28 show. He reported that the show was a major hit. 28

- 29 We mixed up the names in random order so 8
- 30 that no one could know when he or she would be 18
- 31 called on to strum the banjo for the audience. 27

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

New Keys

Goals

- Touch-type the Q, Comma, and G keys.
- Type at least 17wpm/1'/3c.



A. WARMUP

learned keys
one hand
speed

- 1 Ned Black spotted the four women at that jukebox.
- 2 best jump card noun debt mink base pump read upon
- 3 Six of their chaps spent their profit in Orlando.

New Keys



Use the A
finger.

B. THE Q KEY

- 4 aaa aqa aqa qaq qaq qqq aquas acquit equals pique
- 5 kumquat banquet croquet torque squad bouquet quip
- 6 quad quid pique quaff equip quiet quit quack quod
- 7 Quin quoted from his unique request for a quorum.



Use the K
finger.

C. THE , KEY

Space 1 time after a comma (but not before). However, do not space after a punctuation mark or word that ends a line; instead, immediately press ENTER.

- 8 kkk k,k k,k ,k, ,k, , , ma, cab, arc, ad, be, of,
- 9 oh, ask, Al, am, pin, too, up, ore, is, eat, emu,
- 10 ho, box; Al, Bo, Ed, Jo, Di, or I; a, b, c, or d;
- 11 Li, Ed, and I wrote, proofread, and formatted it.



Use the F
finger.

D. THE G KEY

- 12 fff fgf fgf gfg gfg ggg ages edge begs afghan egg
- 13 dig ginkgo alga Eng cog popgun urge disgust outgo
- 14 bug gag gang gouge aging gongs gauge gorged going
- 15 Greg Rigg is going to see ping pong in Hong Kong.



Skillbuilding

E. BACKSPACE-KEY PRACTICE

Type each word as shown until you reach the backspace sign (←). Then backspace 1 time and replace the previously typed character with the one shown; for example, in line 16, *gale* becomes *gall*.

16 gale←l at←n gage←p had←m he←i bad←n if←n ad←h or←n
 17 gut←n mask←h big←n me←u her←m dire←k slaw←p age←o
 18 us←p die←m as←n box←o of←h kiten hut←m mad←n it←n

F. NEW-KEY REVIEW

Q 19 banquet quotas squalor square quote quail bouquet
 , 20 ago, rub, can, pop, jag, lax, men, owe, air, fun,
 G 21 blog sign gold sing drag edge good wing gain high

 Q 22 liquid quid request squid quark queen clique quit
 , 23 one, lag, ton, aid, sex, two, ear, jar, use, new,
 G 24 logo rage cage glad ring huge guru long urge gate

 Q 25 croquet quarrel sequel quilt quarter equator quip
 , 26 own, aim, ten, let, cap, its, our, ask, kin, bad,
 G 27 goal king glow golf wage drug grow page grew gift

G. SENTENCES

28 Gus was quick to go to Quebec, Canada, in August.
 29 He began to quarrel, argue, and quibble about it.
 30 Gosh, Peg sighed at the quietness at the equator.

 31 Bring the unique graph, ledger, and plaques here.
 32 Grace brought a gold liqueur to the golf banquet.
 33 Megan quit using that croquet equipment long ago.

H. 1-MINUTE TIMED WRITING

34 Just ask Phil to quit making that big racket 9
 35 and, in addition, to fix the wood pipe. 17
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings.



Goal: At least
17wpm/1'3e

Enrichment • Lesson 8

Type each line 2 times.

- Q 1 equals quirk squid quote quest squat unique quick
, 2 ajar, jeeps, jump, joke, joins, jerk, junk, just,
G 3 agents range align cargo right guides judge globe
- Q 4 squad quits equip quads liquid quiet square quota
, 5 book, kick, kind, like, risks, pack, neck, keeps,
G 6 grants light fight angles grasp great dough agree
- Q 7 quarts quilt squab queen quips squeal quail quite
, 8 apex, oxen, taxi, coax, jinx, axles, text, exams,
G 9 gains begins images grade might doing being greed

Type each line 2 times.

Up Reaches

- 10 at atlas match later plate water batch fatal late
11 dr drums draft drift drawn drain drama dress drab
12 ju jumps juror junks jumbo julep judge juice just

Down Reaches

- 13 ca cadet cable cabin camel cameo cards carts cash
14 nk trunk drink prank rinks brink drank crank sink
15 ba baked batch badge bagel banjo barge basis bank

Type each line 2 times.

Top Row

- 16 We were to take our trucks to Pete at the window.
17 There were two tired people at the hut in Warsaw.
18 Please write to their home to tell Tom in a week.

Home Row

- 19 Jake asked his dad for small red flags in Dallas.
20 She is glad he added a dash of salt to the salad.
21 Dale said she sold her glasses at that fall sale.

Bottom Row

- 22 He can come to the annex in Macon to meet Maxine.
23 Their maximum number from Mexico can come to box.
24 Mabel Baxter connected with the Nixons in Benson.

New Keys

Goals

- Touch-type the V, Y, and Z keys.
- Type at least 18wpm/1'/3e.



A. WARMUP

learned keys
one hand
speed

- 1 The quick boxing warden jumped and flipped sides.
- 2 were lion card hump base join feat hook axes hulk
- 3 A half bushel of corn was thrown to the big duck.

New Keys



Use the F
finger.

B. THE V KEY

- 4 fff fvf fvf vfv vfv vvv avows obvious advice even
- 5 five salve Humvee anvil doves curved outvoted luv
- 6 vie event Van vat vie vexes vim vet vow via vivid
- 7 Eva and Vi visited the vast civic event in Provo.



Use the J
finger.

C. THE Y KEY

- 8 jjj jyj jyj yjy yjy yyy aye by icy dyes eyes defy
- 9 gym shy sky fly my any boys spy cry busy sty guys
- 10 ivy dewy sexy buy guy joy pay way yes yew you yet
- 11 Kelly may buy the forty gray kayaks for the navy.



Use the A
finger.

D. THE Z KEY

- 12 aaa aza aza zaz zaz zzz daze subzero czar adz fez
- 13 zigzagged biz unzip cozy ditz ouzo frowzy analyze
- 14 buzz pizzazz fuzzy jazz abuzz zit gaze razzmatazz
- 15 Zeke rented a cozy Mazda from Hertz in the plaza.



Skillbuilding

E. SPACE BAR PRACTICE

16 a b c d e f g h i j k l m n o p q r s t u v w x y z
 17 an as be by go in is it me no of or to we ad Al I
 18 ah am at do he hi but id if ma my on so up us for
 19 Do not go to Ada or Ida for work every day or so.
 20 I am sure he can go with you if he has some time.
 21 He is to be at the car by the time you get there.

F. NEW-KEY REVIEW

V 22 cove gave vane love vein ever verb vast avow oven
 Y 23 army ally city many copy navy gray away yell only
 Z 24 buzz whiz gaze quiz zinc fez zeal fizzy zany daze
 V 25 dove five vain diva over vest have vote vent move
 Y 26 clay envy baby type Tony hype pays myth pony easy
 Z 27 lazy ooze zips zero size daze Hazel zoo zoom jazz
 V 28 five save even view dive veto void live vine avid
 Y 29 busy lady play typo body holy defy nosy vary boxy
 Z 30 gaze zest hazy cozy zone zaps ziti haze wiz dozen

G. SENTENCES

31 Hazel gave Zeke some advice on verbs and adverbs.
 32 You really need to try out your new frozen pizza.
 33 Forty or fifty of you have yet to give any money.
 34 I eyed the dazzling piece made of topaz and onyx.
 35 You have to visit my newest exhibit in Las Vegas.
 36 Zelda vividly gazed at the ritzy piazza in Provo.

H. 1-MINUTE TIMED WRITING

37 David quickly spotted those four old women 9
 38 who were just dozing over in the new jury box. 18
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings.



Goal: At least
18wpm/1'3e

Enrichment • Lesson 9

Type each line 2 times.

- | | | |
|---|---|---|
| V | 1 | cover value level movie never drive advice clever |
| Y | 2 | bylaw entry money every angry needy anyway typify |
| Z | 3 | craze seize klutz unzip dizzy zesty zealot wizard |
| | | |
| V | 4 | grave valid avoid solve rival voice device avenue |
| Y | 5 | lucky annoy maybe decay imply dirty heyday yearly |
| Z | 6 | pizza dozen razor blaze ritzy hazel guzzle sizzle |
| | | |
| V | 7 | cover prove never event leave civic behave divide |
| Y | 8 | decoy hurry carry glory diary empty byways mayday |
| Z | 9 | ozone prize amaze zebra gauze froze puzzle nozzle |

Type each line 2 times.

Word Beginnings

B. COMMON LETTER COMBINATIONS

- | | |
|----|---|
| 10 | comply comedy combat coming common commit compels |
| 11 | forget forbid forced forest formal former formats |
| 12 | permit perils peruse perish period person peruses |
| 13 | subtle submit subdue subtly suburb sublet subways |

Word Endings

- | | |
|----|---|
| 14 | enable liable nimble edible doable usable jumbles |
| 15 | joyful fitful useful armful sinful lawful boxfuls |
| 16 | caring typing losing hiring seeing having rulings |
| 17 | action option notion vision region nation motions |

Type each paragraph
2 times.

C. PARAGRAPH TYPING

- | | | |
|----|---|----|
| 18 | Back in July, we were authorized to acquire | 9 |
| 19 | five boxes of green letterhead stationery. That | 19 |
| 20 | amount should be ample for the entire year. | 27 |

- | | | |
|----|--|----|
| 21 | Kate took a quick jet to Phoenix, Arizona, | 9 |
| 22 | to enjoy the weather and to have time to begin | 19 |
| 23 | fall duties with the Girl Scouts of America. | 27 |

- | | | |
|----|---|----|
| 24 | Please just fix the copier quickly so that | 9 |
| 25 | we can minimize our downtime and get productivity | 19 |
| 26 | back in shape. We have to meet our monthly quota. | 29 |

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Review

10

Goals

- Reinforce key reaches.
- Type at least 19wpm/1'/3e.



A. WARMUP

alphabet
shift keys
speed

- 1 Five boxing wizards jumped quickly into the ring.
- 2 Mr. Ho and Ms. Yu let Al, Bo, Ed, Jo, and Ty eat.
- 3 Dick may air the new anthem on the eighth of May.

Skillbuilding

B. REVIEW: A-D

- 4 alpaca acacia banana cabana armada azalea pajamas
- 5 Bob bobbin babble bubble blubber bumblebee bobble
- 6 Cy cyclic concentric eclectic climactic eccentric
- 7 do added daddy addled nodded doodad dodged kidded

C. REVIEW: E-H

- 8 epees eerie emcees geese levee peeve tepee beeper
- 9 fisticuffs fluffy foodstuff liftoff falloff fluff
- 10 groggy eggnog giggle baggage gauging digging gigs
- 11 hitchhike high hashish hashes highlight Chihuahua



D. REVIEW: I-L

12 idiotic bikini if illicit inhibit initial militia
 13 jobs jog jam jar jaws jay jet jig jut jog jot joy
 14 kick kinky kook knock key kayak khaki kiosk knack
 15 lull locally fulfill loyally lullaby ill billfold

E. REVIEW: M-P

16 mommy mammal mummy mammoth medium maximum minimum
 17 nanny cannon inning antenna canning pennant ninny
 18 outdoor outlook offshoot option onlooker orthodox
 19 peppy poppy puppies pepper popped puppets propped

F. REVIEW: Q-T

20 quip aqua equal quay quid equip quip quit Quakers
 21 rarer errors horror mirror terror arrears barrier
 22 sass sissy Swiss assess says assets assist senses
 23 tattoo attest tattle attempt tilt attract statute

G. REVIEW: U-X

24 unusual gurus usurious luau luxurious sunup undue
 25 valve viva savvy verve vivid evolve revive velvet
 26 widows willow window awkward swallow wows walkway
 27 ax ox box fix fox hex lax mix nix sax sex tax tux

H. REVIEW: Y-Z, COMMA, PERIOD

28 yearly byway gypsy pygmy shyly anyway payday your
 29 zigzag buzz pizzazz jazz fuzzy pizza buzzer zesty
 30 am, we, in, is up, an, to, be, no, do, my, go, it
 31 Mr. Ms. Dr. Mrs. Esq. Inc. pp. Nos. Wed. Oct. Pa.

I. 1-MINUTE TIMED WRITING

32 Back in June, we delivered oxygen equipment 9
 33 of odd sizes to the new hospital near Ogden, 18
 34 Utah. 19

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Take two 1-minute timed writings.



Goal: At least
19wpm/1'3e

Enrichment • Lesson 10

Type each line 2 times.

A. REVIEW: A-E

- 1 Allan asked Alma Adams to fly to Alaska and Asia.
- 2 Both Barbara and Robb bought a rubber basketball.
- 3 Carly can accept a classic car at a Cairo clinic.
- 4 Dade suddenly dined in the dark diner in Detroit.
- 5 Reeves said Eddie edited the entire eleven texts.

Type each line 2 times.

B. REVIEW: F-J

- 6 Five friars focused on the four offensive fables.
- 7 George gave the bag of green grapes to Gina Gayer.
- 8 Haughty Hugh hoped Hal had helped Seth with this.
- 9 Iris liked to pickle pickles in the acidic brine.
- 10 Jo Jones joined a junior jogging team in pajamas.

Type each line 2 times.

C. REVIEW: K-O

- 11 Ken kept a sleek kayak for the ski trek to Akron.
- 12 Luella played a well-planned ball game in Lowell.
- 13 I made more money on many markups of the pompoms.
- 14 Ned and Ginny knew ten men in a main dining room.
- 15 Opal Orr opened four boxes of oranges at the zoo.

Type each line 2 times.

D. REVIEW: P-T

- 16 Pat paid to park the plane at the pump in Pompey.
- 17 Quincy quickly quit his quarterly quiz in Quebec.
- 18 Robin carried four rare rulers into that library.
- 19 Sam signed, sealed, and sent six leases to Jesse.
- 20 Matt caught the little trout near Twelfth Street.

Type each line 2 times.

E. REVIEW: U-Z

- 21 Uncle Rubin urged Judy to go see a guru in Utica.
- 22 Vivian moved to veto five voice votes in Ventura.
- 23 Walt waited while Wilma went to Watts for a week.
- 24 Alexi mixed sixty extra extracts exactly as told.
- 25 Yes, your young son plays cymbals anyway at Yale.
- 26 Liza saw the zany zebras zigzag in the Ozark zoo.

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Keyboarding: Numbers and Symbols

LESSON 11

New Keys: - 2 9

LESSON 12

New Keys: 8 5 '

LESSON 13

New Keys: 4 7 :

LESSON 14

New Keys: 6 3 /

LESSON 15

Review



New Keys

11

Goals

- Touch-type the -, 2, and 9 keys.
- Type at least 19wpm/2'/5e.



A. WARMUP

alphabet
concentration
easy

- 1 Big July earthquakes confounded the zany experimental vows.
2 uncommunicativeness departmentalization electrocardiography
3 It is the duty of the busy ensigns to dismantle the panels.

New Keys

Keep the J finger in home-row position.



Use the
Sem finger.

Keep either the A or F finger in home-row position.



Use the S
finger.

Keep the Sem finger in home-row position.



Use the L
finger.

B. THE - KEY

Do not space before or after a hyphen.

- 4 ;;p; ;-; -;- -;- --- no-no to-do mix-up run-in X-ray
5 pop-up sit-in add-on get-go set-to can-do U-turn up-to-date
6 Jo Dye-Lee, a well-to-do jack-of-all-trades, had a boo-boo.
7 Le-Sam is a shut-in who drank a pick-me-up from the get-go.

C. THE ² KEY

- 8 sss sws s2s s2s 2s2 2s2 222 22 sets; 22 seas; 2 sons; 2 men
9 222 suns 22 subs 222 sins 22 saps 222 saws 22 sips 222 sirs
10 He got 22 pens, 22 pads, 22 pencils, and 22 clips on May 2.
11 The 22 seats in Row 22 were sold to 22 coeds from Room 222.

D. THE 9 KEY

- 12 111 lol 191 191 919 919 999 9 laws; 99 lots; 9 lies; 9 laps
13 99 labs 9 keys 9,992 kits 299 leis 999 legs 99 logs 29 lips
14 She moved from 929 29th Street to 922 92nd Avenue on May 9.
15 On May 9, the 99 men and 29 women baked 9 pies and 9 cakes.



Skillbuilding

E. NEW-KEY REVIEW

16 29-22 majority; 99-92 lead at half-time; 929 one-way roads;
 17 92 cave-ins; 99 walk-ins; 92 up-to-date items; 22 tune-ups;
 18 299 sign-ups; 929 fill-in-the-blank questions; 99 push-ups;
 19 929 look-alikes; 922 go-getters; 29 T-shirts; 292 boo-boos;

F. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

G. TECHNIQUE PRACTICE: HYPHEN

Make a dash by typing two hyphens with no space before, between, or after (lines 21 and 24). Note: Microsoft Word (but not the GDP software) automatically converts two hyphens into a formatted dash (—).

20 Larry will go to the next tennis tournament. I am
 21 positive that he--like Lane--will find the event to be a
 22 first-class sports event. If he can go, I will get all of
 23 us first-rate seats.
 24 Larry--but not Ella--enjoys going to tournaments that
 25 are always first-rate, first-class sporting events.

H. 12-SECOND SPEED SPRINTS

26 Jan owns a pair of old gowns and a new hat she got from me.
 27 He may go with us to the giant dock down by the handy lake.
 28 His civic goal for the city is for them to endow the chair.
 29 I may make us one set of maps to aid us when we visit them.
 ' ' ' ' 5 ' ' ' ' 10 ' ' ' ' 15 ' ' ' ' 20 ' ' ' ' 25 ' ' ' ' 30 ' ' ' ' 35 ' ' ' ' 40 ' ' ' ' 45 ' ' ' ' 50 ' ' ' ' 55 ' ' ' ' 60

I. 2-MINUTE TIMED WRITING

30 Zachary just paid for six seats and quit because he 11
 31 could not get the views he required near the middle of the 22
 32 field. In August he thinks he may go to the ticket office 34
 33 to purchase tickets. 38
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take three 12-second timed writings on each line. The scale below the last line shows your wpm speed for a 12-second timed writing.

Take two 2-minute timed writings.



Goal: At least 19wpm/2'/5e

Enrichment • Lesson 11

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

- 1 29-92 99-22 92-29 22-99 99-92 22-92 22-29 29-99 22-92 99-29
2 99-29 29-92 92-29 22-99 99-22 99-92 22-92 29-99 22-92 22-29
3 99-22 29-92 99-92 22-92 92-29 22-99 22-92 99-29 22-29 29-99
- 4 99 also-rans; 29 set-asides; 92 cure-alls; 29 two-by-fours;
5 92 free-for-alls; 29 do-it-yourselfers; 22 merry-go-rounds;
6 292 look-alikes; 929 flip-flops; 292 I-beams; 922 A-frames;
- 7 She had 92 pens, 29 pads, 99 pencils, 29 clips and 2 notes.
8 To dry-clean the 92 suits, use the 229 high-pressure hoses.
9 Only 22 off-the-record comments were heard from 292 people.
- 10 The 29 high-ranking men had to attend 22 black-tie affairs.
11 Over 99 part-time jobs were posted at the all-day job fair.
12 Use a 92-29 ratio in the 9-liter container on September 29.

Type each line 2 times.

B. ROW PRACTICE

Top Row

- 13 uproot Peter treetop typewriter witty purity quieter tiptoe
14 equity Europe prettier teeter quitter troop tutor write wee

Home Row

- 15 Dallas salads flask gassed ladled leash saddle shall shakes
16 slash ladles flakes flesh safes Allah salsa faked jags fall

Bottom row

- 17 Amman anemic annexing numb Venice menace examine Mexico ebb
18 Nancy convey become combat machine convene inn Manchu comma

Type each paragraph
2 times.

C. PARAGRAPH TYPING

19 This note is just to confirm my order on the basis of 11
20 the prices you quoted me on the phone. Let me know when you 23
21 ship five dozen boxes of staples for my light-duty machine. 35

22 Yes, I will be quite pleased to have you see the house 11
23 next week on Wednesday, if convenient. I feel sure you will 23
24 think it is just as great a prize as your main residence. 34

25 If we are to have an exciting project of any real size 11
26 this year, we need a more vigorous chair for it, so I will 23
27 request that you serve. I hope that will be okay with you. 35

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

New Keys

12

Goals

- Touch-type the 8, 5, and ' keys.
- Type at least 20wpm/2'/5e.



A. WARMUP

alphabet
one hand
easy

- 1 Dr. Jekyll vowed to finish zapping the quixotic bumblebees.
- 2 secret hominy dew hip beasts nonunion edge monk staff nylon
- 3 Pamela may use a kayak and map to come to the old city dam.

New Keys



Use the K
finger.

B. THE 8 KEY

- 4 kkk kik k8k k8k 8k8 8k8 888 88 kits; 88 kegs; 8 kin; 8 keys
- 5 828 kites 982 kings 828 kids 988 kilts 828 knees 998 knocks
- 6 On July 28, I saw 88 cats, 82 dogs, 88 birds, and 28 foxes.
- 7 Of the 828 people, 28 were at the free-for-all on April 28.



Use the F
finger.

C. THE 5 KEY

- 8 fff frf f5f f5f 5f5 5f5 555 5 fans; 5 fibs; 5 figs; 58 firs
- 9 5 figs 5 foes 5 tins 5 taps 55 tons 58 bays 85 bids 95 boys
- 10 Just call me at 585-555-5955 or on my cell at 585-555-5585.
- 11 The 585 men, 952 women, and 852 children left on August 25.



Use the
Sem finger.

D. THE ' KEY

- 12 ;;; ;' ;' ;' ;' ;' ;' ;' he'd; I've; Al's; it's; she's; I'll
- 13 all's can't cont'd dep't gov't we'll you're I'll lad's we'd
- 14 It's too bad that he'd eaten Kate's dessert at Abe's Diner.
- 15 I'm sure he won't mind if Joe's car isn't in Alan's garage.



Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Take two 2-minute timed writings.



Goal: At least 20wpm/2'/5e

Skillbuilding

E. NEW-KEY REVIEW

16 Li's 85-58 lead; Moe's and Bob's 82 ads; I'll take 59 bids;
 17 Bob's sister can't type 85 wpm; 8585 East 85th Lane; 89-58;
 18 pages 558-582; call her at 858-555-8958; 558 part-time ads;
 19 Invoice 88-595; Apt. 58-B; I'll be in Room 588-D; May 5-28;

F. SUSTAINED PRACTICE: CAPITALS

20 Even though he was only about thirty years old, Jason 11
 21 knew that it was not too soon to begin thinking about his 23
 22 retirement. He learned that many things were involved. 33

23 Even without considering the uncertainty of social 10
 24 security, Jason knew that he should plan his career moves, 22
 25 so he opened a new Individual Retirement Account in May. 34

26 When he became aware that The Longman Company would 11
 27 match his contributions, Jason asked the Payroll Department 23
 28 to open a retirement account for him with the Coplin Group. 34

29 He also learned that The Longman Company retirement 11
 30 plan and his Individual Retirement Plan are all deferred 22
 31 savings. Then, Jason purchased New Venture Group mutuals. 33

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

G. 2-MINUTE TIMED WRITING

32 Jack and Alex ordered six pizzas at a price that was 11
 33 quite a bit lower than was the one they ordered yesterday. 23
 34 They will order from the same place tomorrow for the party 34
 35 they are wanting to provide. 40

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Enrichment • Lesson 12

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

1 Mary's pages 58-85; John's 2,585 sales; 8858 O'Hara Street;
2 Call me at 858-555-8258; I'm in Room 859-B; Al's 58 errors;
3 cont'd on p. 285; 29,858 employees; 825 boys and 589 girls;

4 Pacers' final score of 89-82; May 28, '99; go to Room 2858;
5 Take I-85 to 92-B; Apt. 28-C; I'm 28.5 years old. He's out;
6 A tie score of 58-58; I'm out; the combination is 28-95-85;

Type each line 2 times.

B. ALPHABET PRACTICE

7 A Jack in the Box quickly varied its menu with fudge pizza.
8 Ban all foul toxic smog which can quickly jeopardize lives.
9 Five or six big jet planes zoomed quickly by the old tower.

10 Grumpy wizards made toxic brew for Jack and the evil queen.
11 If fog makes Max shiver, quickly zip down and buy a jacket.
12 Just keep examining every low bid quoted for zinc etchings.

13 Six crazy kings vowed to abolish my quite pitiful projects.
14 The jobs of waxing linoleum frequently peeved chintzy kids.
15 Weekly magazines request help for and by junior executives.

Type each paragraph
2 times.

C. PARAGRAPH TYPING

16 When I was at the gym today, I met Bill Saxon, the 10
17 former Jets quarterback. Bill is leaving football and needs 22
18 a job like the one we have open in hazardous control. 33

19 Folks do not want to live near airports because of 10
20 the extreme racket of the planes. The roar and whine as a 22
21 jet zooms by cannot be equaled by ten giant bulldozers. 33

22 If you accept this job, as we hope, please plan to 10
23 arrive next week so that we may zero in on those fashion 22
24 shows we have in Denver, Boston, Raleigh, and Quebec. 32

25 This is in response to your inquiry about Elizabeth 11
26 Jones. Ms. Jones worked for us for six years. We were sorry 23
27 to lose her to a company that gave her a larger salary. 34

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

13

New Keys

Goals

- Touch-type the 4, 7, and : keys.
- Type at least 21wpm/2'/5c.



A. WARMUP

alphabet
practice: f and g
easy

- 1 Prized waxy jonquils choked the weeds in the big farm vats.
- 2 gruff fig finger flag frogs gift golf gulf goofs fogs flags
- 3 The new formal audit may be paid for by the downtown firms.

New Keys



Use the F
finger.

B. THE 4 KEY

- 4 fff frf f4f f4f 4f4 4f4 444 4 fans; 4 fibs, 4 figs, 44 firs
- 4 figs 4 foes 4 tins 4 taps 44 tons 49 bays 45 bids 94 boys
- 6 The 44 men and 54 boys used 494 liters in 42 days on May 4.
- 7 Please add Items 428, 84, 944, 42, and 488 to Order 44-482.



Use the J
finger.

C. THE 7 KEY

- 8 jjj juj j7j j7j 7j7 7j7 777 77 jugs; 7 jets; 7 jars; 7 jabs
- 9 74 jays 47 jobs 77 jots 74 hams 74 hats 47 hits 77 hugs 777
- 10 I bought Item 74 that weighs 47 pounds 7 ounces on June 27.
- 11 Allen covered pages 472-479, and Sue covered pages 277-789.



Use the
Sem finger.

D. THE : KEY

The colon is the shift of the semicolon key. Do not space before or after a colon used with numbers. Space 1 time after a colon following a word except at the end of a line.

- 12 ;;; ;;; ;;; ;;; :; :; :; 7:47 a.m.; 47:74 odds; Dear Mr. Ng:
- 13 Dr. Poole: Ms. Shu: Mr. Rose: Mrs. Tam: Dear Ed: Dear John:
- 14 Dear Johnny: Let's meet at 2:45 to discuss the 57:47 ratio.
- 15 Do not forget the Date:, To:, From:, and Subject: headings.



Skillbuilding

E. NEW-KEY REVIEW

16 The 47 managers had 74 tickets for the 4:47 game on May 24.
17 as follows: these people: this motion: here it is: Dear Jo:
18 Ed's 97-42 lead at 4:25 p.m.; pages 477-747; a 747 jet; Hi:

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:

If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:

If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

POSTTEST

Repeat the Pretest timed writing and compare performance.

Take two 2-minute timed writings.



Goal: At least 21wpm/2'/5e

F. PRETEST: Common Letter Combinations

19 The condo committee was hoping the motion would not be 11
20 forced upon it, realizing that viable solutions ought to be 23
21 developed. It was forceful in seeking a period of time. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

G. PRACTICE: Word Beginnings

22 for forum forge forced forgot formal forest foreign forerun
23 con conks conic consul confer convey convex contact concern
24 per perks peril person period perish permit percale percent

H. PRACTICE: Word Endings

25 ing tying hiking liking edging bowing hoping having nursing
26 ble fable pebble treble tumble viable dabble fumble fusible
27 ion union legion nation region motion potion option bastion

I. POSTTEST: Common Letter Combinations

J. 2-MINUTE TIMED WRITING

28 Jim told Bev that they must keep the liquid oxygen 10
29 frozen so that it could be used by the new plant managers 22
30 tomorrow. The oxygen will then be moved quickly to its new 34
31 location by transport or rail on Tuesday. 42
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Enrichment • Lesson 13

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

- 1 Jill bought 29 tickets for the 8:25 or 7:45 show on July 5.
- 2 Maxine called from 777-555-4278 or 777-555-4279 for Martin.
- 3 Jackson sold 85 tires, 94 air filters, and 247 oil filters.
- 4 Flight 4789B departed at 8:45 a.m. and arrived at 9:25 p.m.
- 5 I'm moving from 4529 East Rogers to 4725 East Eaton in May.
- 6 Only 247 men and 74 women attended the orientation at 8:45.
- 7 Ty: Flight 982 on the 747 jet departs at 2:45 on August 27.
- 8 On November 24-27, we were open from 7:45 a.m. to 9:45 p.m.
- 9 The 89 men then drove 774 miles on Route 47-B and Route 77.

Type each line 2 times.

B. SUBSTITUTION ERRORS

- 10 r-t hurt trot trite Trent treat tutor tort trust rotate try
- 11 m-n mend mine norm unman many naming morn manual hymn amend
- 12 o-i void silo olio Ohio into icon coin polio folio boil oil
- 13 a-s tasks visas sodas seams scans areas bases sales say has
- 14 s-d suds soda sides sheds dusts dudes dosed desks deeds sad
- 15 r-e rear refer every erred enter emery elder Erie eerie red
- 16 v-b visible brave bovine vibe livable above bevy bevel verb
- 17 w-e endow wade wee ewe wide dew wed elbow we where were wet
- 18 f-g flags fogs gruff goof gulf golf gift frog flag fang fig

Type each paragraph
2 times.

C. PARAGRAPH TYPING

19 The senator quietly voted to legalize marijuana but 11
20 drew the line at making it easily available to teens. He 22
21 also voted for new price controls on all foreign exports. 33

22 The anxious job applicant inquired about the size of 11
23 the firm's overseas business. He also wanted to know the 22
24 weekly sales of gas and other petroleum products to China. 34

25 I jotted down all the questions I wanted to ask the 11
26 five energy czars the next time I met with them. They were 23
27 in town for the big expo being held at the city arena. 33

28 Three weekly magazines requested help for the junior 11
29 executives in the software industry. By now, they must have 23
30 received many responses from their readers and subscribers. 35

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

New Keys

Goals

- Touch-type the 6, 3, and / keys.
- Type at least 22wpm/2'/5c.



A. WARMUP

alphabet
frequent digraphs
easy

- 1 Max did not become eloquent over a zany gift like jodhpurs.
- 2 te tee ate byte tell tea termite ten Ute tent teed teen Ted
- 3 The auditor's panel had the right to risk a firm's profits.

New Keys



B. THE 6 KEY

- 4 jjj jyj j6j j6j 6j6 6j6 666 66 jugs; 6 jets; 6 jars; 6 jabs
- 5 64 jays 46 jobs 66 jots 67 hams 76 hats 46 hits 67 hugs 666
- 6 Tom Quin left at 6:26 p.m. on Train 66 to travel 626 miles.
- 7 There were 56,646 people in Bath and 26,269 in Hale in May.



C. THE 3 KEY

- 8 ddd ded d3d d3d 3d3 3d3 333 33 dots; 3 dies; 3 dips; 3 days
- 9 332 days 36 dogs 63 does 73 duds 37 dies 3:39 p.m.; 323-373
- 10 The 33 vans moved 36 cases in less than 33 hours on July 3.
- 11 Please add 55 to 753 and subtract 73 to get a total of 735.



D. THE / KEY

Do not space before or after the slash—unless it is the last character of an expression (line 15).

- 12 ;;; ;/; ;/; ;/; ;/; ;/; a/an and/or at/about bad/badly I/me
- 13 both/each disc/disk farther/further fewer/less like/such as
- 14 On 6/2/99, you asked him/her if he/she selected true/false.
- 15 Visit <http://gdpkeyboarding.com/> for any questions/answers.



Skillbuilding

E. NEW-KEY REVIEW: 6, 3, AND SLASH KEY

16 In 6 months, he had walked 36 miles and/or driven 63 miles.
 17 I realize that 3/6 of the 66 shipments equals 33 shipments.
 18 He was born in New York on 6/3/36 and died there on 6/6/63.
 19 Lucille bought 36 his/her towels on 3/3 with terms of n/29.

F. NUMBER-KEY REVIEW: 2, 4, 5, 7, 8, AND 9

20 My staff of 24 worked a total of 87 hours on Project 598-B.
 21 Ed's instructor assigned pages 549-782 to be read by May 2.
 22 From 2:45 p.m. until 5:45 p.m., I'll be typing in Room 987.
 23 Let's visit her at 592 North Elm, Apt. 47, on September 28.

G. TECHNIQUE PRACTICE: SHIFT KEY

24 Alex Bly and Clara Dye wed. Ella Fochs and Gil Hall talked.
 25 Ida Jackson met Kay Lang for a fast lunch at Mamma Nancy's.
 26 Otis Pike should call Quint Richards about Sophia Townsend.
 27 Ulrich Volte will take Winona Xi to visit Yadkin in Zurich.

H. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

I. 2-MINUTE TIMED WRITING

28 Jack scheduled a science quiz next week for Gregory, 11
 29 but he did not let him know what time the exam was to be 22
 30 taken. Gregory must score well on the exam in order to be 34
 31 admitted to the class at the private Mount Academy. 44

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Type each line 2 times.
 After striking the
 capitalized letter, return
 the **SHIFT** key finger
 immediately to home-
 row position.

Take two 2-minute timed
 writings.



Goal: At least
 22wpm/2'/5e

Enrichment • Lesson 14

Type each line 2 times.

Type each line 2 times.
Type the 3-letter word,
backspace, and type the
new letter. Thus, *rat*
becomes *ram*.

Take three 12-second
timed writings on each
line. The scale below
the last line shows
your wpm speed for a
12-second timed writing.

Type each paragraph
2 times.

A. NUMBER-KEY REINFORCEMENT

- 1 The 375 cars traveled 847 miles and used 45 gallons of gas.
- 2 My staff of 24 worked 48 hours a week from May 6 to May 29.
- 3 The 6 teams comprised 69 girls and 7 boys and left at 9:45.
- 4 The 37 men visited the 45 women at 3:25 p.m. on October 26.
- 5 Larry's 29 basketball players scored 467 points on 6/23/99.
- 6 The 23 workers packed 87 cartons, which weighed 389 pounds.

B. TECHNIQUE PRACTICE: BACKSPACE KEY

- 7 rat←m gut←m are←m tip←n rut←n pat←n gut←n did←n bit←n ale←l
- 8 ash←k woo←k pat←l cot←n fit←n mat←n put←n tap←n wit←n ton←o
- 9 elk←m ill←k air←l bat←n fur←n owe←n rat←n air←m get←m sin←p
- 10 inn←k ire←k ilk←l but←n dot←n ink←n pet←n hat←m hit←m air←l

C. 12-SECOND SPEED SPRINTS

- 11 The doe and buck by the old lake may dig up the giant oaks.
 - 12 It is a shame she works such an odd bowl into her art work.
 - 13 Jake moved to amend the law to let the worker take the job.
 - 14 He may sign over the title to his autos when he is in town.
- '' '5' '' '10' '' '15' '' '20' '' '25' '' '30' '' '35' '' '40' '' '45' '' '50' '' '55' '' '60'

D. PARAGRAPH TYPING

- 15 My boss knew that her expert eloquence was just a big 11
- 16 hazard to effective teamwork, so he asked her to tone down 23
- 17 her remarks when giving her opinions on our progress. 33

- 18 Six of the female employees quietly gave back their 11
- 19 prizes to the judge because they did not agree with his 22
- 20 decisions regarding the basis for making his decisions. 33

- 21 Please, just be very quick and careful when you fix 11
- 22 the size of the tables in your annual report. You should 22
- 23 get Margaret to help you proofread your final report. 33

- 24 Our firm should ban all foul toxic smog because it 10
- 25 can quickly jeopardize the lives of our workers and their 22
- 26 families. I hope the board will make this decision soon. 33

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Review

15

Goals

- Type at least 23wpm/2'/5e.



A. WARMUP

alphabet
alternate-hand words
easy

- 1 Jack amazed a few girls by dropping the antique onyx vases.
- 2 half height right penalty with visit social lens rigid snap
- 3 My mangy dog then ran to his bowl in the den to take a sip.

Skillbuilding

B. NUMBER-KEY REVIEW

- 4 I sent 72 jars, 89 cans, 29 boxes, and 32 bags to 33 homes.
- 5 The 494 students partied at 576 Dale and then at 5896 Park.
- 6 We got seats 27, 25, 28, 67, and 79 for the August 98 game.
- 7 Open Rooms 325, 343, 467, and 456 with Master Key No. 65-7.
- 8 The equipment shed was 267 by 278 feet, not 289 by 93 feet.
- 9 Mail the 378 packages to 548 East 65th Lane, not to 46 Elm.

C. PUNCTUATION REVIEW

- 10 Go to Reno. Drive to Yuma. Call Mary. Get Samuel. See Cory.
- 11 We saw Nice, Paris, Bern, Rome, Munich, Bonn, and Shanghai.
- 12 Type the memo; read my report; get pens; get paper; see me.
- 13 Dear Aldo: Read these pages by 9:45: 2-9, 26-35, and 45-78.
- 14 Ted's car and Ann's truck took the Hills' kids to Shoney's.
- 15 My aunt/best friend was born on 6/22/37 and died on 9/2/95.



Press TAB where you see the → symbol.

D. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

E. TECHNIQUE PRACTICE: TAB KEY

16 Kim→ apt→ Mac→ art→ Nat→ Meg→ ads→ arm→ all→ ado→ Joy
 17 Orr→ awl→ Jan→ Ida→ Moe→ Lin→ zap→ Joe→ zed→ ark→ awe
 18 Kai→ Lev→ add→ ask→ Mom→ Uri→ Jeb→ Nan→ aid→ Lot→ amp
 19 Jay→ Hal→ Ima→ Ira→ ail→ aim→ Ian→ Max→ Pat→ Liv→ Jim

F. TECHNIQUE PRACTICE: SPACE BAR

20 A toy dog in the pen is apt to be a big hit at the new gym.
 21 We may go to the zoo for the day if the sun is not too hot.
 22 Eli and Max may use a map to see how to get to the new pub.
 23 If it is to be, it is up to you and Ben to do it for a fee.

Take two 2-minute timed writings.



Goal: At least
23wpm/2"/5e

G. 2-MINUTE TIMED WRITING

24 Jeff Melvin was quite busy fixing all of the frozen 11
 25 pipes so that his water supply would not be stopped. Last 22
 26 winter Jeff kept the pipes from freezing by wrapping them 34
 27 with an insulated tape that protected them from snow and 45
 28 ice. 46

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Enrichment • Lesson 15

Type each line 2 times.

Type each line 2 times.

Take three 12-second timed writings on each line. The scale below the last line shows your wpm speed for a 12-second timed writing.

Type each paragraph 2 times.

A. NUMBER-KEY REINFORCEMENT

- 1 Just call me at 275-555-8346 or on my cell at 748-555-9292.
- 2 I bought Item 536 that weighs 45 pounds 6 ounces on May 27.
- 3 She moved from 859 36th Street to 734 82nd Avenue on May 5.
- 4 On July 26, I saw 67 cats, 92 dogs, 83 birds, and 49 foxes.
- 5 Please add Items 526, 73, 989, 24, and 453 to Order 56-627.
- 6 The 587 police met at 2:25 a.m. with 89 agents in Room 324.

B. ALPHABET PRACTICE

- 7 A campus TV quiz just asks why gold is buried at Fort Knox.
- 8 Crazy Fredrick bought Jane many very exquisite opal jewels.
- 9 All questions asked by five watch experts amazed the judge.
- 10 Jack quietly gave the dog owners most of his prized boxers.
- 11 Fred specialized in the job of making very quaint wax toys.
- 12 Six big devils from Japan then quickly forgot how to waltz.

C. 12-SECOND SPEED SPRINTS

- 13 He may go with us to the giant dock down by the handy lake.
- 14 The doe and buck by the old bush may dig up the giant oaks.
- 15 Ken had a dish of lamb and cut up a mango and a ripe mango.
- 16 Kay may visit the big island in May when she is down there.

''''5''''10''''15''''20''''25''''30''''35''''40''''45''''50''''55''''60

D. PARAGRAPH TYPING

- 17 Please ship to me by freight sixty dozen quart jars 11
- 18 and twelve dozen black pans for the opening of our newest 22
- 19 appliance store in the coming weeks in North Carolina. 33

- 20 Mr. Dave Jones, the defense attorney, quickly spotted 11
- 21 four women dozing in the jury box. He moved to have the 22
- 22 judge quickly declare a mistrial and dismiss the jurors. 33

- 23 Back in June, our company delivered oxygen equipment 11
- 24 of odd sizes to the county hospital. It has already been 22
- 25 installed and is working properly in the emergency room. 33

- 26 I saw the four brown foxes who were quickly jumping 11
- 27 over the lazy dogs that were resting out back. The dogs did 23
- 28 not even open their eyes but continued sleeping heavily. 34

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Keyboarding: Numbers and Symbols

LESSON 16

New Keys: & \$ 0

LESSON 17

New Keys: 1 ? @

LESSON 18

New Keys: % () #

LESSON 19

New Keys: " ! *

LESSON 20

Review



16

New Keys

Goals

- Touch-type the &, \$, and 0 keys.
- Type at least 24wpm/2'/5e.



A. WARMUP

alphabet
concentration
easy

- 1 Jack's man found exactly a quarter in the woven zipper bag.
- 2 oversimplifications nonrepresentational professionalization
- 3 An auditor may sign a form that may name Toby to the panel.

New Keys



Use the J
finger.

B. THE & KEY

The ampersand key (the sign for *and*) is the shift of 7. In normal narrative writing, space 1 time before and after the ampersand.

- 4 jjj juj j&j j&j &j& &j& &&& Max & Dee & Sue & Tom & Rex & I
- 5 Brown & Sons shipped to May & Lee and also to Dye & Pearce.
- 6 John & Loo brought a case against May & Green and Li & Won.
- 7 Von & Trapp and Den & Sax were joined by Contreras & Duran.



Use the F
finger.

C. THE \$ KEY

The dollar sign is the shift of 4. Do not space between the dollar sign and the following number.

- 8 fff frf f\$f f\$f \$f\$ \$f\$ \$\$\$ \$44 \$434.44 \$4,444 \$456 \$492.85
- 9 He paid \$48, \$64, and \$94 for the chairs plus \$48 shipping.
- 10 Last season's concert tickets were \$35, \$45, \$75, and \$255.
- 11 If you add \$48.62, \$49.93, and \$324.42, you'll get \$422.97.



Keep the J finger in home-row position.



Use the Sem finger.

D. THE **O** KEY

12 ; ; ; ; p ; ; 0 ; ; 0 ; 0 ; 0 0 0 0 0 2:00; 3:00; 4:00; 5:00; 6:30
 13 The 80 men met at 3:05 with 20 agents in Room 90 on May 20.
 14 I paid \$40.05 for 20 pens and \$50.50 for 30 pads on May 30.
 15 The firm of Mori & Itou at 200 Broad Street owes us \$8,000.

Skillbuilding

E. NEW-KEY REVIEW

16 \$20.50 & \$380.65 & \$90.20 & \$40.50 & \$30.40 & \$247.50 & \$80
 17 We hired Rizzo & Kelly for \$20,000 to help Diamond & Green.
 18 Arn & Sons owed us \$4,000 and paid us only \$250.50 in July.
 19 Call Penn & Ames at 800-555-2040 and ask about the \$48,000.

F. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

G. TECHNIQUE PRACTICE: SHIFT KEY

20 Ann Bonn asked for lunch. Colin Dix and Elaine Fochs moved.
 21 Glen Hans filed as Iris James typed. Les Kay talked loudly.
 22 Maya Nevins and Orin Parks tried. Quinn Roberts lost a bet.
 23 Skye Tynch sat. Uriah Vin and Winn Xung ate. Yosef Zoe hid.

H. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

I. 2-MINUTE TIMED WRITING

24 Ginny quit her zoo job seven days after she learned 11
 25 that she was expected to travel to four zoos in the first 22
 26 month of work. After she had quit her job, she found an 34
 27 excellent position that did not require her to be away 48
 28 from home so much.
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 2-minute timed writings.



Goal: At least 24wpm/2'/5e

Enrichment • Lesson 16

Type each line 2 times.

&
\$
0
& \$ 0

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Type each paragraph 2 times.

A. NEW-KEY REVIEW

- 1 Ali & Wu; Ash & Li; Cho & Ng; Day & Ivy; Gil & Ray; Ho & Yu
2 \$234.56 and \$78.54 and \$463.38 and \$23,896.25 and \$4,993.39
3 20 and 30 and 40 and 50 and 60 and 70 and 80 and 90 and 200
4 Ott & Orr owed \$5,000 to me; they owed \$7,000 to Jay & Poe.

B. SUSTAINED PRACTICE: SYLLABIC INTENSITY

Syllabic intensity refers to the average number of syllables per word in a passage. The higher the syllabic intensity, the more difficult the passage is to type.

5 One should always attempt to maintain good health. As 11
6 the first step in keeping good health, one should avoid the 23
7 habit of smoking. Volumes have been written on this topic. 35

8 A second habit that will help maintain your health for 11
9 decades is consuming an appropriate amount of water, day in 23
10 and day out. Most doctors recommend eight glasses a day. 34

11 Making exercise a habit is another important trait for 11
12 staying in good health. Most experts agree that spending a 23
13 few minutes a day in regular, vigorous exercise is helpful. 35

14 A final habit of importance is maintaining appropriate 11
15 body weight. The key to maintaining weight is developing a 23
16 positive eating pattern. Calculating calories is helpful. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

C. PARAGRAPH TYPING

17 Jack typed a requisition for white moving boxes of 10
18 various sizes--some long and some short. He will need them 22
19 when we move into our new headquarters sometime next month. 34

20 My grandfather picked up a quartz and onyx necklace 11
21 for my grandmother at the bazaar. He knew that she loved 22
22 jewelry, and he was eager to give it to her on Christmas. 33

23 Jeff had his size, which helped him quickly win over 11
24 Gene in the boxing match. He won based on both his size and 23
25 his abilities as a boxer. My school was quite proud of him. 35
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

New Keys

Goals

- Touch-type the 1, ?, and @ keys.
- Type at least 25wpm/2'/5e.



A. WARMUP

alphabet

one hand

easy

- 1 Many big jackdaws quickly zipped over those empty fox pens.
- 2 street unholy sad you stated monopoly seat pink treat unpin
- 3 Duane may try to fix the auditory problems in the city gym.

New Keys

Keep the F finger in home-row position.

1

Use the A finger.

A

?

Use the Sem finger.

B. THE 1 KEY

- 4 aaa aqa ala ala 1a1 1a1 111 11 ants; 11 asps; 1 aim; 11 ads
- 5 Sam left here at 1:11, Susan at 6:11, and Don at 11:11 a.m.
- 6 Erich had moved from 1010 Main Street to 1101 Main in 1990.
- 7 Sarah left at 11:00 a.m. on Train No. 11 to go 1,100 miles.

C. THE ? KEY

The question mark is the shift of the slash. Space 1 time after a question mark.

- 8 ;;; ;/; ;?; ;?; ?;? ;?; ??? Who? What? When? Where? Why me?
- 9 May I? Why not? Who called? Need a job? Which one? Is it I?
- 10 Who's there? Any questions? Yes? Need some help? Who cares?
- 11 Is it 11:00? Was it held on 11/11/09? Where is 1101 W. Elm?



Use the S
finger.

D. THE @ KEY

The at sign is the shift of 2. Space 1 time before and after the at sign except when it is used in an e-mail address (lines 13 and 15).

- 12 sss sws sss sss @ss @ss @ss Buy 15 @ \$41.01 and 11 @ \$3.15.
- 13 E-mail me at jfox@tmu.edu or at jfox01@aol.com on April 11.
- 14 Order 12 pens @ \$14, 185 pads @ \$16, and 110 clips @ \$2.50.
- 15 Can you e-mail Roger at rlowe@umn.edu to order 250 @ \$1.15?

Directions: Type the
3-letter word, backspace,
and type the new letter.



Take two 2-minute timed
writings.



Goal: At least
25wpm/2'/5e

Skillbuilding

E. NEW-KEY REVIEW

- 16 Who knows if Randy's e-mail address is rjoyner@hotmail.com?
- 17 Should she buy 150 shares @ \$11.50 and 200 shares @ \$11.25?
- 18 Did she change her e-mail address to dcberkow011@yahoo.com?
- 19 Did Beverly try cokeefe011@vmu.edu or caroleoke101@msn.com?

F. TECHNIQUE PRACTICE: BACKSPACE KEY

- 20 bud-m gig-n dew-n rag-m tad-n own-l get-m tie-n toe-n
- 21 car-p hoe-g yea-n pie-n vat-n hug-m rug-m pod-i per-p
- 22 job-y yaw-m bus-y pad-l lad-p the-y nag-p fur-n nub-n
- 23 fad-n max-y jag-m fig-n ice-y oaf-k add-o mow-p log-o

G. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

H. 2-MINUTE TIMED WRITING

- | | | |
|----|---|----|
| 24 | From the tower John saw that those six big planes | 11 |
| 25 | could crash as they zoomed quickly over treetops on their | 22 |
| 26 | way to the demonstration that was scheduled to begin very | 33 |
| 27 | soon. We hope there are no accidents and that the pilots | 45 |
| 28 | reach the airport quickly. | 50 |
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Enrichment • Lesson 17

Type each line 2 times.

1
?
@
1 ? @

Type each line 2 times.

A. NEW-KEY REINFORCEMENT

1 Adam moved from 1101 Oak Lane to 2110 11th Street on May 1.
2 Who knows? Does Karina? Cloris? Gamal? How about Salvatore?
3 Order 328 @ \$4.50 and 390 @ \$16.75 from renees@comcast.net.
4 Whose address is luan111@msn.com? Whose is wells101@cc.com?

B. NUMBER PRACTICE

5 we 23 ere 343 wry 246 woe 293 ask 128 lay 916 did 383 to 59
6 err 344 I 8 it 85 quit 1785 pup 070 pre 043 rip 480 tie 583
7 yew 632 quip 1780 ow 92 ire 843 per 034 pry 046 is 82 do 39

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:
If you made no more than 2 errors on the Pretest, type each individual line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each group of lines (as though it were a paragraph) 2 times.

POSTTEST

Repeat the Pretest timed writing and compare performance.

C. PRETEST: Close Reaches

8 Casey hoped that we were not wasting good grub. After 11
9 the sun went down, he swiftly put the oleo and plums in the 23
10 cart. Bart opened a copy of an old book; Grant had a swim. 35
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

D. PRACTICE: Adjacent Keys

11 op hope flop open mops rope opera droop scope copier trophy
12 we west owed went weld weep weigh weary wedge wealth plowed
13 rt hurt port cart dirt fort court party start hearty parted

E. PRACTICE: Consecutive Fingers

14 un tune spun unit dune punt under prune sunny hunter uneasy
15 gr grow grim grab grub grew great graze gripe greasy grassy
16 ol role oleo pool sold hole troll folly polka stolen oldest

F. POSTTEST: Close Reaches

New Keys

Goals

- Touch-type the % () and # keys.
- Type at least 26wpm/2'/5e.



A. WARMUP

alphabet
practice: s and d
easy

- 1 My woven silk pajamas can be exchanged for the blue quartz.
- 2 ads sad deeds desks dosed dudes dusts sheds sides soda suds
- 3 Her ruby handiwork is fine, and she is so proficient at it.

New Keys



Use the F
finger.

B. THE % KEY

Percent is the shift of 5. Do not space between the number and the percent sign.

- 4 fff frf fff fff fff fff fff 10% 9% 8% 7% 6% 5% 4% 3% 2% 10%
- 5 Rob quoted rates of 8%, 9%, 10%, 11%, and 12% on the bonds.
- 6 Sandy scored 82%, Jan 89%, Ken 90%, and me 91% on the exam.
- 7 Only 55% scored 75% or higher, and 8% scored 90% or higher.



Use the L
finger on (.
Use the Sem
finger on).

C. THE () AND , . KEYS

Parentheses are the shifts of 9 and 0. Do not space between the parentheses and the text within them.

- 8 111 101 1(1 1(1 (1((((; ; ; ; p ; ; ; ;) ;) ;))) (a)
- 9 Please ask (1) Al, (2) Pat, (3) Ted, (4) Dee, and (5) Lise.
- 10 He'll (a) take two aspirin, (b) go to bed, and (c) rest up.
- 11 Rosa's (a cafe) had fish (shad) on the menu today (Monday).



Use the D finger.

D. THE # KEY

The # sign stands for *number* if it comes before a figure and *pounds* if it comes after a figure. It is the shift of 3. Do not space between the # sign and the number.

- 12 ddd ded d#d d#d #d# #d# #3 #33 #333 33# 83#; 37# of #83
- 13 Write down 330# of #200 and 380# of #400 using a #2 pencil.
- 14 We sat in seats #12, #34, #56, #65, and #66 at the concert.
- 15 Please use 50# lined paper for #373 and 30# paper for #374.

Skillbuilding

E. NEW-KEY REVIEW

- 16 Policy 8(b) says to load Truck #48 with 2,000# of 50% sand.
- 17 We need 85# of #2 grade ore (aluminum) and 45# of #3 grade.
- 18 Nearly 60% of the males and 50% of the females chose #5738.
- 19 Just stress (a) speed 50% of the time and (b) accuracy 50%.

F. PROGRESSIVE PRACTICE: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking speed.

G. TECHNIQUE PRACTICE: SPACE BAR

- 20 Eli and Max may use a map to see how to get to the new pub.
- 21 A toy dog in the pen is apt to be a big hit at the new gym.
- 22 If it is to be, it is up to you and Ben to do it for a fee.
- 23 We may go to the zoo for the day if the sun is not too hot.

H. 2-MINUTE TIMED WRITING

- 24 Max had to make one quick adjustment to his television 11
- 25 set before the football game began. The picture during the 23
- 26 last game was fuzzy and hard to see. If he cannot fix the 35
- 27 picture, he may have to purchase a new television set; and 46
- 28 that may be difficult to do. 52

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 2-minute timed writings.



Goal: At least 26wpm/2'/5e

Enrichment • Lesson 18

Type each line 2 times.

%
()

% () #

Type each line 2 times.

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Type each paragraph 2 times.

A. NEW-KEY REINFORCEMENT

- 1 Of the 85% of the alumni here, 9% gave 28% and 6% gave 25%.
- 2 Just (a) stop, (b) look, and (c) listen to her (Iphigenia).
- 3 Please record 33# of #200 and 38# of #400 on the #20 paper.
- 4 Only 15% of them (the attendees) ordered 30# of item #5011.

B. NUMBER PRACTICE

- 5 we 23 ort 945 rep 430 pot 095 toy 596 yip 680 yow 692 it 85
- 6 tee 533 ore 943 weep 2330 pop 090 poi 098 top 590 quit 1785
- 7 quip 1780 tip 580 woo 299 try 546 out 975 pro 049 quay 1716

C. SUSTAINED PRACTICE: NUMBERS

- 8 Michael learned through firsthand experience last week 11
- 9 that the cost of a week at the beach varies a great deal. 23
- 10 He says that a rowboat would be about right for his money. 34

- 11 His Uncle Bo told him that when he was his age, he had 11
- 12 rented a small cabin for the huge sum of \$105 for one week. 23
- 13 For \$23 more, he rented a small boat and outboard motor. 34

- 14 Then Uncle Bo went on to say that when he rented the 11
- 15 same cabin last year, the cost had gone up to either \$395 22
- 16 or \$410. Boat and motor rentals now cost from \$62 to \$87. 34

- 17 Aunt Kate said that she and her husband will be paying 11
 - 18 either \$1,946 or \$2,073 for a week's sailing on the 53-foot 23
 - 19 yacht. The boat has a 4-person crew and was built in 2006. 35
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

D. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

E. PARAGRAPH TYPING

- 20 I saw five or six of the big jet planes zoom quickly 11
- 21 over an old tower by the side of the road. They were flying 23
- 22 in formation and created a beautiful display for everyone. 34

- 23 Brown jars of an acidic mixture prevented the solution 11
 - 24 from freezing so quickly. It took about four days for it to 23
 - 25 freeze solid; then we could store it in the lab's freezer. 35
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

New Keys

Goals

- Touch-type the " ! and * keys.
- Type at least 27wpm/2'/5e.



A. WARMUP

alphabet
frequent digraphs
easy

- 1 The jinxed wizards plucked the ivy stem from the big quilt.
- 2 on bon con none noon don ion one son ton won onto moon font
- 3 Jan and her son may make a bowl of fish and a cup of cocoa.

New Keys



Use the
Sem finger.

B. THE " ' KEY

The quotation key is the shift of the apostrophe. Do not space between quotation marks and the text they enclose.

- 4 ; ; ; ; " ; ; " ; " ; " " " " "Thanks," he said, "I needed that."
- 5 I read her article, "Freaking Out," and said, "It is great."
- 6 "Those were wonderful," Fidel said. "I'll take seven more."
- 7 Juan wanted to know if the name was "Roberto" or "Roberta."



Use the A
finger.

C. THE ! KEY

The exclamation mark is the shift of l. Space 1 time after an exclamation mark.

- 8 aaa aqa a!a a!a !a! !a! !!! Wow! Now! Go! Stay! Sit! Nurse!
- 9 Put it down! Do not move! Leave it there! Get out! Move it!
- 10 Ouch! That hurt! Let's roll! Incredible! Hang in there! No!
- 11 Congratulations! That was great! Don't shoot! Oh, no! Help!



Use the K finger.

D. THE * KEY

The asterisk is the shift of 8. Do not space before the asterisk but space 1 time after the asterisk.

- 12 kkk kik k*k k*k *k* *k* *** p. 18* as follows:* Note* etc.*
- 13 An * may be used to indicate a footnote at the page bottom.
- 14 In the footnote itself, do not leave any space after the *.
- 15 Did he really call Mr. Baines a *****? Wow! That was awful!

Skillbuilding

E. NEW-KEY REVIEW

- 16 The right word* was "parenthesis" instead of "parentheses."
- 17 "Wow!" Aki said, "That* was an amazing display! Go see it."
- 18 "Only one* was allowed in," said Jin. "It was Mr. Mystery."
- 19 The source* was absolutely reliable! "I agree," Yaron said.



F. MAP+: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

G. PLACEMENT OF QUOTATION MARKS

1. The closing quotation mark is always typed *after* a period or comma (line 20) but *before* a colon or semicolon (line 21).
2. The closing quotation mark is typed *after* a question mark or exclamation point if the quoted material itself is a question or an exclamation (line 22). Otherwise, the quotation mark is typed *before* the question mark or exclamation point (line 23).

- 20 "Hi, there," I said. "My name is Karen, and I am new here."
- 21 James said, "I'll mail the check tomorrow"; but he did not.
- 22 Raheem read the article "Will They Succeed on the Economy?"
- 23 Did Anne say, "We won"? I was shocked when Juan said, "Me"!

H. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.



Press TAB where you see the →.

Take two 2-minute timed writings.



Goal: At least 27wpm/2'/5e

I. TECHNIQUE PRACTICE: TAB KEY

24 Orr→ Ike→ zoo→ Jon→ apt→ Pat→ ado→ zap→ Ned→ asp→ zag
 25 Jan→ Lev→ Kit→ Ida→ Joy→ ads→ Joe→ ago→ Ima→ are→ ace
 26 Mac→ Jim→ ate→ Lou→ Mia→ zed→ add→ Pia→ Moe→ Lot→ Jay
 27 zip→ Obi→ Mom→ aft→ Job→ age→ Ham→ Ott→ awl→ art→ Hsu

J. 2-MINUTE TIMED WRITING

28 Topaz and onyx rings were for sale at very reasonable 11
 29 prices last month. When Jeanette saw the rings with these 23
 30 stones, she quickly bought them both for her sons. These 34
 31 jewels were difficult to find, and Jeanette was pleased 45
 32 she could purchase those rings when she did. 54
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Strategies for Career Success



Being a Good Listener

Silence is golden! Listening is essential for learning, getting along, and forming relationships.

Do you tend to forget people's names after being introduced? Do you look away from the speaker instead of making eye contact? Do you interrupt the speaker before he or she finishes talking? Do you misunderstand people? Answering yes can indicate poor listening skills.

To improve your listening skills, follow these steps. *Hear the speaker clearly.* Do not interrupt; let the speaker develop his or her ideas before you speak. *Focus on the message.* At the end of a conversation, identify major items discussed. Mentally ask questions to help you assess the points the speaker is making. *Keep an open mind.* Do not judge. Developing your listening skills benefits everyone.

Your Turn: Assess your listening behavior. What techniques can you use to improve your listening skills? Practice them the next time you have a conversation with someone.

Enrichment • Lesson 19

Type each line 2 times.

"
!
*
"! *

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:

If you made no more than 2 errors on the Pretest, type each individual line 2 times.

Accuracy Emphasis:

If you made 3 or more errors, type each group of lines (as though it were a paragraph) 2 times.

POSTTEST

Repeat the Pretest timed writing and compare performance.

Type each paragraph 2 times.

A. NEW-KEY REINFORCEMENT

- 1 "If we go," Arif said, "we will need to find a substitute."
- 2 Goodness! I can't believe that! He must have been in shock!
- 3 The real reason* may never be known about those strangers.*
- 4 "Umberto's exact remarks* were shocking, to say the least!"

B. PRETEST: Discrimination Practice

- 5 Few of us were as lucky as Bev was when she joined us 12
6 for golf. She just dreaded the look of the work crew when 24
7 she goofed. But she neatly swung a club and aced the hole. 36
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

C. PRACTICE: Left Hand

- 8 vbv behaves verb bevy vibes bevel brave above verbal bovine
9 wew dewdrop west weep threw wedge weave fewer weight sewing
10 ded precede deed seed bride guide dealt cried secede parted

D. PRACTICE: Right Hand

- 11 klk kindle kiln lake knoll lanky locks liken kettle knuckle
12 uyu untidy buys your usury unity youth buoys unruly younger
13 oio iodine coin lion oiled foils foist prior oilcan iodized

E. POSTTEST: Discrimination Practice

F. PARAGRAPH PRACTICE

- 14 Only a very few phlox grew or even bloomed just in 10
15 back of my old zinc quarry. I think the reason was that the 22
16 zinc had leached into the soil, making plants hard to grow. 34
17 She promptly judged the antique ivory buckles that 10
18 were made for the county fair. They won a prize. Next, we 22
19 moved on to judging the cakes and pies, which we all liked. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Review

20

Goals

- Type at least 28wpm/2'/5e.



A. WARMUP

alphabet
number/symbol
easy

- West quickly gave Bert handsome prizes for six juicy plums.
- gilp@comcast.net (11%) Ng & Ma 4/5 No! \$13.86 *Est. #20-972
- Rodney may risk half of his profits for the old oak mantel.

Skillbuilding

B. NUMBER-KEY REVIEW

- With 37,548 fans screaming, we won the game 10-9 on May 26.
- He went to Rome on May 30, 1975, and left on July 24, 1986.
- Seats 10, 29, 38, 47, and 56 are still unsold for tomorrow.
- Our store will be open from 7:30 to 9:45 on February 18-26.
- The 29 teachers and 754 students arrived at 8:30 on May 16.
- Call 555-3190 and clarify our \$826.47 charge for equipment.
- Order No. 3874 for \$165.20 did not arrive until October 19.
- Al's sales for the last month went from \$35,786 to \$41,290.



C. PUNCTUATION REVIEW

- 12 Stand here. Sit down. Rest a minute. Relax. Breathe deeply.
 13 Can it wait? Why not? Can he drive? Where is it? Who knows?
 14 No! Stop! Don't look! Watch out! Move it over! Jump! Do it!
 15 Inga, Lev, and I worked, rested, and then worked some more.
 16 First, read the directions; next, practice; and then build.
 17 Be on call at these times: 9:30, 12:30, 2:30, and 3:30 p.m.
 18 It was a once-in-a-lifetime experience for Kay Jones-Lange.
 19 It's Lynn's job to cover Maria's telephone when she's gone.
 20 Two-thirds of us and one-fourth of them came on 12/10/2009.
 21 I watched "Meet the Mets" and "Yankee Power" on the screen.

D. SYMBOL REVIEW

- 22 Order 12 items @ \$114, 9 @ \$99, and another 18 items @ \$87.
 23 My favorite seats for this year are #92, #83, #74, and #65.
 24 She received quotes of \$48, \$52, and \$76 for the old radio.
 25 Ramos scored 93% on the test, Sue had 88%, and Al made 84%.
 26 Rudd & Sons bought their ten tickets from Cross & Thompson.
 27 The * sign, the asterisk, is used for reference purposes.**
 28 The typist is (a) speedy, (b) accurate, and (c) productive.



E. MAP+: SYMBOLS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

F. 12-SECOND SPEED SPRINTS

- 29 Kay and she may both visit us in May when they are in town.
 30 She may go with me to the city to visit my son and his pal.
 31 His body of work may charm the guests who visit the chapel.
 32 That new city law may help us to fish for cod on the docks.
 ' ' ' ' 5 ' ' ' ' 10 ' ' ' ' 15 ' ' ' ' 20 ' ' ' ' 25 ' ' ' ' 30 ' ' ' ' 35 ' ' ' ' 40 ' ' ' ' 45 ' ' ' ' 50 ' ' ' ' 55 ' ' ' ' 60

G. 2-MINUTE TIMED WRITING

- 33 Jake or Peggy Zale must quickly fix the fax machine 11
 34 so that we can have access to regional reports that we 22
 35 think might be sent within the next few days. Without the 33
 36 fax, we will not be able to finish all our monthly reports 45
 37 by the deadline. Please let Peggy know of any problems. 56
 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take three 12-second timed writings on each line. The scale below the last line shows your wpm speed for a 12-second timed writing.

Take two 2-minute timed writings.



Goal: At least 28wpm/2'/5e

Enrichment • Lesson 20

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Type each line 2 times.
Type each sentence on a separate line by pressing ENTER after each sentence.

Type each line 2 times.

Type each paragraph 2 times.

A. SUSTAINED PRACTICE: SYMBOLS

1 It was quite normal that Patty was somewhat nervous as 11
2 she entered the college building. After four years of work 23
3 as a clerk, she was here to take the college entrance exam. 35

4 Just as you have likely done, Patty took her #2 pencil 11
5 and began to fill in the score sheet. A test administrator 23
6 (Mr. Graham) had said that a grade of 75% would be passing. 35

7 Patty had come to Room #68 (a large lecture hall) from 11
8 the Stone & Carpenter accounting firm. It's a "mighty long 23
9 hike," and almost 100% of the examinees were already there. 35

10 For a \$25 fee, everyone in Room #68 (the test site) 11
11 answered the "moderately difficult" true-false or A/B/C/D 23
12 questions; 40% had used the Dun & Bradstreet study guide. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

B. TECHNIQUE PRACTICE: ENTER KEY

13 Ed saw her. Ah. What? We do. Speak. Stop. Go. No. Begin it.
14 Thanks. Stop. Why not? See? Get it? Who, me? Well? She can.
15 See me. Who? Read it. What? Really! Why me? So soon? Do it.
16 Who knew? Enough? What is it? Go now. She did. Why not? So?

C. NUMBER PRACTICE

17 we 23 pro 049 too 599 wit 285 toe 593 wet 235 eye 363 IQ 81
18 pit 085 opts 9052 wow 292 quiz 1781 pep 030 pow 092 tow 592
19 you 697 tors 5942 ewe 323 tot 595 ere 343 wry 246 quit 1785

D. PARAGRAPH TYPING

20 A campus TV quiz show just asked one contestant why 11
21 gold was buried at Fort Knox. No one knew the answer, so 22
22 they moved on to the business category, which was easier. 33

23 A few of the black taxis drove up the major road on 11
24 the hazy night. Because the hour was so late, they could 22
25 not find passengers needing rides, so they quickly left. 33

26 Jay took a big quiz and exam even though he suffered 11
27 a lower back pain that forced him to be very careful with 22
28 how he moved during the test. Fortunately, he aced it. 33
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Supplementary Lesson: Ten-Key Numeric Keypad

Goals

- Touch-type the ten-key numeric keypad keys.

New Keys

A. THE 4, 5, AND 6 KEYS

To input numbers using the ten-key numeric keypad, you must activate the NUM LOCK (Numeric Lock) key. Usually, an indicator light signals that the NUM LOCK is activated.

On the keypad, 4, 5, and 6 are the home-row keys. Place your fingers on the keypad home row as follows:

- J finger on 4
- K finger on 5
- L finger on 6

On most computers, there is a raised line or dot on the 5 key to help you easily locate the home-row position when using the keypad.

Use your Sem finger to control the ENTER key. For the exercises in A–F that follow:

1. Ensure that NUM LOCK is activated.
2. Press ENTER after typing the final digit of each number.
3. Type the first column from top to bottom; then move to the next column.
4. Keep your eyes on the copy.

1	444	455	466	544	566
2	555	644	656	456	654
3	666	445	466	554	556
4	664	665	456	654	454
5	464	546	564	655	456

B. THE 7, 8, AND 9 KEYS

Use the J finger to control the 7, the K finger to control the 8, and the L finger to control the 9.

6	474	585	696	549	984
7	747	858	969	485	645
8	774	885	996	658	489
9	447	558	669	846	647
10	744	855	966	476	867



C. THE 1, 2, AND 3 KEYS

Use the J finger to control the 1, the K finger to control the 2, and the L finger to control the 3.

11	414	525	636	215	326
12	141	225	336	634	435
13	144	552	663	324	145
14	441	255	636	263	346
15	144	252	363	431	265



D. THE 0 KEY

Use the right thumb to control the 0.

16	404	901	580	407	802
17	505	101	690	508	506
18	606	202	410	609	700
19	707	303	520	140	800
20	808	470	630	250	900



E. THE . KEY

Use the L finger to control the decimal (.) key.

21	6.6	7.6	1.2	6.5	9.8
22	3.2	4.4	7.7	5.5	8.8
23	2.2	6.6	9.3	1.1	1.0
24	3.1	8.4	7.1	9.3	3.4
25	4.5	8.3	9.9	6.5	3.8



Skillbuilding

F. NEW-KEY REVIEW

26	526	081	175	14.7	70.3	868	115
27	451	736	672	80.4	68.0	280	505
28	450	148	761	68.0	69.4	258	739
29	017	856	702	28.0	86.5	42	700
30	023	924	028	63.4	58.2	608	35
31	715	846	315	5.98	7.10	617	290
32	039	760	316	8.40	6.25	74	961
33	401	650	612	5.87	4.20	600	307
34	419	694	427	8.01	9.31	620	3
35	685	948	432	7.50	8.41	929	302

Enrichment • Supplementary Lesson

A. THE KEY

Use the Sem finger to control the plus (+) key. Press the plus key after each number except the last number in a column. Press ENTER after the last number to display the total.

1	310+	698+	579+	747+	706+
2	845+	252+	999+	833+	126+
3	133+	320+	841+	599+	403+
4	603	484	782	738	180



B. THE KEY

Use the K finger to control the division (/) key. Press ENTER after the second number in each column to display the result.

5	858/728	912/771	814/238	542/236	956/895
6	595/104	527/970	739/129	771/292	590/485
7	121/494	181/376	984/533	814/820	836/237
8	696/998	293/432	160/189	485/181	922/172



C. THE KEY

Use the Sem finger to control the minus (-) key. Press ENTER after the second number in each column to display the result.

9	826-477	929-229	332-519	378-112	53.4-31.2
10	569-873	350-847	571-334	878-766	82.6-26.6
11	970-856	528-428	402-986	745-830	55.8-80.2
12	250-152	190-346	439-109	526-923	66.4-41.1



D. THE KEY

Use the L finger to control the multiplication (*) key. Press ENTER after the second number in each column to display the result.

13	406*363	733*835	923*419	645*618	21.8*18.6
14	214*331	554*843	492*103	135*889	58.8*70.7
15	199*927	572*604	756*375	276*942	84.4*77.1
16	885*286	778*358	601*793	192*672	19.3*99.0



E. NUMERIC KEYPAD REVIEW

Type the first column from top to bottom; then move to the next column. Press ENTER after the last number in each column to display the result.

17	933+	790/	338*	878-	512+	587+	764/
18	655-	835-	903+	444+	537*	25-	791-
19	175*	186*	579/	324/	890-	836*	762*
20	217	614	247	868	563	546	912

Basic Business Documents

2

PART

Opportunities in Business and Administrative Careers

Occupations in the business and administrative services cluster focus on providing management and support services for various companies. The many positions found in this cluster include receptionist, bookkeeper, administrative professional or assistant, claim examiner, accountant, word processor, office manager, and chief executive officer. Managers and administrators are in charge of planning, organizing, and controlling businesses.

Management support workers gather and analyze data to help company executives make decisions. Administrative support workers perform a variety of tasks, such as recordkeeping, operating office equipment, managing their own projects and

assignments, and developing high-level integrated software skills as well as Internet research skills. Ideally, everyone in business should be patient, detail-oriented, and cooperative. Excellent written and oral communication skills are definitely an asset as well.

Many companies have been revolutionized by advances in computer technology. As a result, keyboarding skill provides a definite advantage for those who work in business and administrative services. Now, more than ever, success in the business world is dependent upon adaptability and education.

Goals

Keyboarding

- Demonstrate improved speed and accuracy when operating the keyboard by touch.
- Type at least 36 words per minute on a 3-minute timed writing with no more than 4 errors.

Language Arts

- Demonstrate acceptable proofreading skills, including using proofreaders' marks correctly.
- Demonstrate acceptable language arts skills in punctuation and grammar.
- Demonstrate acceptable composing and spelling skills.

Word Processing

- Use appropriate word processing commands necessary to complete document processing activities successfully.

Document Processing

- Correctly format e-mail, correspondence, reports, and tables.

Objective Test

- Answer questions with acceptable accuracy on an objective test.

Word Processing and E-Mail

LESSON 21

Orientation to Word Processing—A

LESSON 22

Orientation to Word Processing—B

LESSON 23

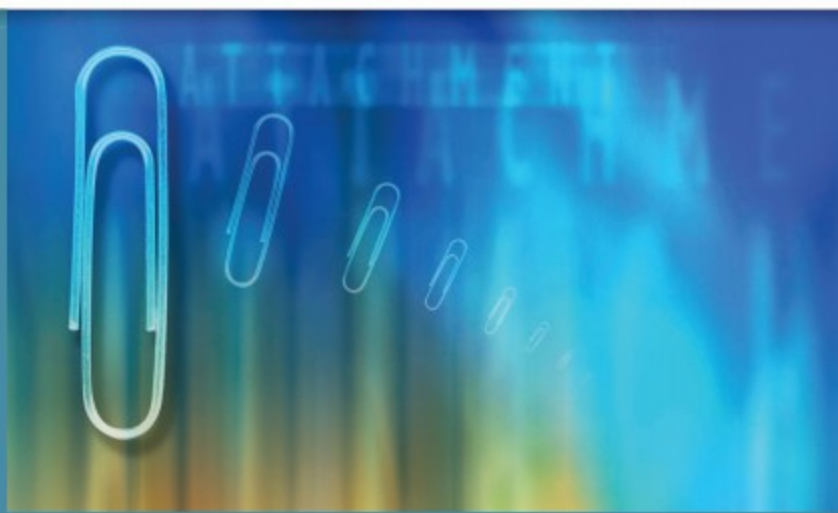
Orientation to Word Processing—C

LESSON 24

Orientation to Word Processing—D

LESSON 25

E-Mail Messages



Orientation to Word Processing—A

21

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in comma usage and sentence structure.
- Correctly use the Word Manual and basic Word features.

A. WARMUP

alphabet
concentration
easy

- 1 Jack's eloquence may prove hazardous for the six big shows.
- 2 deindustrialization superstitiousnesses comprehensibilities
- 3 The new dogma may both disorient her and also let her down.



Skillbuilding

B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
, direct address

RULE
fragment

D. COMMAS AND SENTENCES

Note: The callout signals in the left margin indicate which language arts rule from this lesson has been applied.

Use commas before and after a name used in direct address.

Thank you, John, for responding to my e-mail so quickly.
Ladies and gentlemen, the program has been canceled.

Avoid sentence fragments.

Not: She had always wanted to be a financial manager. But had not had the needed education.
But: She had always wanted to be a financial manager but had not had the needed education.

Note: A fragment is a part of a sentence that is incorrectly punctuated as a complete sentence. In the first sentence above, "but had not had the needed education" is not a complete sentence because it does not contain a subject.

RULE
run-on

Avoid run-on sentences.

Not: Mohamed is a competent worker he has even passed the MCSE exam.

Not: Mohamed is a competent worker, he has even passed the MCSE exam.

But: Mohamed is a competent worker; he has even passed the MCSE exam.

Or: Mohamed is a competent worker. He has even passed the MCSE exam.

Note: A run-on sentence is two independent clauses that run together without any punctuation between them or with only a comma between them.

Edit each sentence to correct any errors.

4 You must be certain, Sean that every e-mail message is
5 concise. And also complete.

6 In addition, Sean, use a clear subject line the subject line
7 describes briefly the principal content of the e-mail
8 message.

9 You should use a direct style of writing, use short lines
10 and paragraphs.

11 The recipient of your e-mail message will be more likely to
12 read and respond to a short message. Than a long one.

13 Your reader will be grateful for any writing techniques.
14 That save time.

15 Another thing you should do Sean is to include an
16 appropriate closing, your reader should know immediately who
17 wrote the message.

Formatting

E. WORD PROCESSING: GETTING STARTED AND ORIENTATION TO WORD PROCESSING—A



GO TO
Word Manual

Study Getting Started and Lesson 21 in your Word Manual. Complete all of the shaded steps while at your computer.

Orientation to Word Processing—B

22

Goals

- Type at least 28wpm/3'/5e.
- Correctly use basic Word features.

A. WARMUP

alphabet	1 Jay took a big quiz and exam that forced a vast lower pain.
one hand	2 garage homily sea oil seated Honolulu ever jump eager plunk
easy	3 Nancy may go to the ancient chapel to sign her widow's vow.

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Take two 3-minute timed writings.



Goal: At least 28wpm/3'/5e

Skillbuilding

B. SUSTAINED PRACTICE: CAPITALS

4	The insurance industry will see some changes because	11
5	of the many natural disasters the United States has seen in	23
6	the last few years in places like California and Florida.	34
7	The major earthquakes in San Francisco, Northridge,	11
8	and Loma Prieta cost thousands of dollars. Faults like	22
9	the San Andreas are being watched carefully for activity.	33
10	Some tropical storms are spawned in the West Indies	11
11	and move from the Caribbean Sea into the Atlantic Ocean.	22
12	They could affect Georgia, Florida, Alabama, and Texas.	33
13	Some U.S. cities have VHF-FM radio weather stations.	11
14	NASA and NOAA are agencies that launch weather satellites	22
15	to predict the locations, times, and severity of storms.	34
1 2 3 4 5 6 7 8 9 10 11 12		

C. 3-MINUTE TIMED WRITING

16	Once you learn to use a variety of software programs,	11
17	you will feel confident and comfortable as you are using a	23
18	computer. All you have to do is take that first step and	34
19	decide to strive for excellence.	41
20	Initially, you might have several questions as you	51
21	gaze up at a screen that is filled with icons. If you try	63
22	to learn to use just one or two commands each day, you may	75
23	soon find that using software is very exciting.	84
1 2 3 4 5 6 7 8 9 10 11 12		

Formatting

D. WORD PROCESSING: ORIENTATION TO WORD PROCESSING—B



Study Lesson 22 in your Word Manual. Complete all of the shaded steps while at your computer.



Orientation to Word Processing—C

23

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable proofreading skills by comparing lines.
- Correctly use basic Word features.

A. WARMUP

alphabet
practice: o and /
easy

- 1 The lazy major was fixing Cupid's broken quiver and arrows.
- 2 oil Rio boil folio polio coin icon into Ohio olio silo void
- 3 Mr. Richfield is such a busy man he may not go via the bus.

Skillbuilding

B. MAP+: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing. Review your speed and errors.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each individual line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each group of lines (as though it were a paragraph) 2 times.

POSTTEST

Repeat the Pretest timed writing and compare performance.

C. PRETEST: Common Letter Combinations

- | | | |
|---|---|----|
| 4 | He tried to explain the delay in a logical way. The | 11 |
| 5 | man finally agreed to insure the package and demanded to | 22 |
| 6 | know why the postal worker did not record the total amount. | 34 |
| | 1 2 3 4 5 6 7 8 9 10 11 12 | |

D. PRACTICE: Word Beginnings

- | | |
|---|---|
| 7 | re reuse react relay reply return reason record results red |
| 8 | in inset inept incur index indeed intend inning insured ink |
| 9 | de dents dealt death delay detest devote derive depicts den |

E. PRACTICE: Word Endings

- | | |
|----|---|
| 10 | ly lowly dimly apply daily barely unruly deeply finally sly |
| 11 | ed cured tamed tried moved amused tasted billed creamed fed |
| 12 | al canal total equal local postal plural rental logical pal |

F. POSTTEST: Common Letter Combinations

Language Arts

Study the proofreading techniques at the right.

G. PROOFREADING TECHNIQUES

Proofreading and correcting errors are essential parts of document processing. To become an expert proofreader:

1. Use Word's spelling feature to check for spelling errors; then read the copy aloud to see if it makes sense.
2. Proofread for all kinds of errors, especially repeated, missing, or transposed words; grammar and punctuation; and numbers and names.
3. Check for formatting errors such as line spacing, tabs, margins, and use of bold.

Compare these lines with lines 4–7 on page 83. Edit the lines to correct any errors.

H. PROOFREADING

- 13 A bushal of corn was thrown under the elm trees by the boy.
- 14 A pair of cosy socks and a cup of soup can fix me right up.
- 15 Andy will use eight hand singals if he is able to see them.
- 16 Blanche may go with me to town to visit my son and his pal.

Formatting

I. WORD PROCESSING: ORIENTATION TO WORD PROCESSING—C

Study Lesson 23 in your Word Manual. Complete all of the shaded steps while at your computer.



GO TO
Word Manual

Keyboarding Connection



Using Search Engines

How can you most efficiently find information on the Internet? Use a search engine! A search engine guides you to the Internet's resources. It analyzes the information you request, navigates the Internet's many networks, and retrieves a list of relevant Web sites. Google is one of the most popular search engines; others are Yahoo, Ask.com, and Microsoft's Bing.com.

A search engine examines electronic databases, wire services, journals, article summaries, articles, home pages, and user group lists. It can access material found in millions of Web sites. When you search on a specific key word, a search engine scans its large database, searches the content of Web pages, and then displays the information that most closely matches the words you're searching for.

Many large Web sites have a search function built in. This allows you to search only that site for relevant Web pages and information, like job postings on a company Web site or articles about a specific topic on a news Web site.

Your Turn: Try different search engines, and see which ones you like best. Choose three of your favorite search engines. Then conduct a search using the key words "touch typing." (Don't forget the quotation marks, but leave out the period.) Compare the results for each search engine.

Orientation to Word Processing—D

24

Goals

- Type at least 29wpm/3'/5e.
- Correctly use basic Word features.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 Xavier had picked several bright yellow jonquils for Mitzi.
- 2 in ink nine chin pin kind main sin mind tin skinny win inns
- 3 A bushel of mangos and a box of grapes may be on the canoe.

Type each line 2 times,
using your right thumb
to strike the SPACE BAR in
the center.

Take two 3-minute timed
writings.



Goal: At least
29wpm/3'/5e

Skillbuilding

B. PROGRESSIVE PRACTICE: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking speed.

C. TECHNIQUE PRACTICE: SPACE BAR

- 4 Ed and Jo can get to the spa if it is on the way to my car.
- 5 I hid a big car in my new lot, but I may not get it by two.
- 6 An elk and ape at the zoo do not eat any of the cod or gar.
- 7 I had a tan dog and a red cat on the big set for Jo to pet.

D. 3-MINUTE TIMED WRITING

- 8 If you ever feel tired as you are typing, you should 11
 - 9 take a rest. Question what you are doing that is causing 22
 - 10 your muscles to be fatigued. You will realize that you 33
 - 11 can change the fundamental source of your anxiety. 43
 - 12 Take a deep breath and enjoy the relaxing feeling as 54
 - 13 you exhale slowly. Check your posture to be sure that you 66
 - 14 are sitting up straight with your back against the chair. 78
 - 15 Stretch your neck and back for full relaxation. 87
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

E. WORD PROCESSING: ORIENTATION TO WORD PROCESSING—D



Study Lesson 24 in your Word Manual. Complete all of the shaded steps while at your computer.

Strategies for Career Success



Preparing a Job Interview Portfolio

Don't go empty-handed to that job interview! Take a portfolio of items with you. Definitely include copies of your resume and your list of references, with at least three professional references. Your academic transcript is useful, especially if you are asked to complete a company application form. Appropriate work samples and copies of certificates and licenses are also helpful portfolio items.

The interview process provides you the opportunity to interview the organization. Include a list of questions you want to ask during the interview.

A comprehensive portfolio of materials will benefit you by giving you a measure of control during the interview process.

Your Turn: Start today to compile items for your interview portfolio. Include copies of your resume, your reference list, and copies of certificates and licenses. Begin developing a list of interview questions. Think about appropriate work samples to include in your portfolio.

E-Mail Messages

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in composing sentences.
- Correctly use Word's e-mail feature.
- Correctly format an e-mail message.

A. WARMUP

alphabet
number/symbol
easy

- 1 Playing jazzy vibe chords quickly excited my wife's senses.
- 2 (ali41@cs.com) (10%) Guy & Lee 7/8 In! \$5.40 *f.o.b. #26-39
- 3 Did an auditor sign a form that may name Toby to the panel?

Take three 12-second
timed writings on each
line.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 A bushel of corn was thrown under the elm tree by the boys.
- 5 A pair of cozy socks and a cup of soup may fix me right up.
- 6 Andy will use eight hand signals if he is able to see them.
- 7 Blanch may go with me to town to visit my son and his pals.
 ' ' ' ' 5 ' ' ' 10 ' ' ' 15 ' ' ' 20 ' ' ' 25 ' ' ' 30 ' ' ' 35 ' ' ' 40 ' ' ' 45 ' ' ' 50 ' ' ' 55 ' ' ' 60

C. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

Language Arts

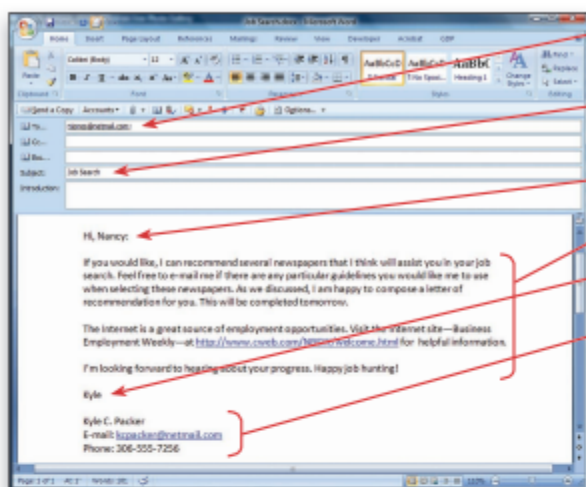
Answer each question
with a complete
sentence.

D. COMPOSING SENTENCES

- 8 What is your favorite class this term, and why?
- 9 What is your ideal job when you graduate?
- 10 If you could live in a foreign country, which one would it be, and why?
- 11 What are your two favorite Internet sites?
- 12 What qualities do you look for in a friend?

Formatting

E. BASIC PARTS OF AN E-MAIL MESSAGE



TO BOX. Contains the name or e-mail address of each recipient; each name and/or address is usually separated by a semicolon or comma.

SUBJECT BOX. Contains a descriptive name for the message; typed with upper- and lowercase letters.

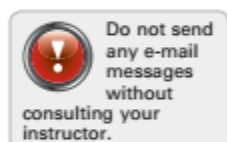
GREETING. Friendly opening; followed by a colon.

BODY. Message; type with short lines and paragraphs in plain text.

SENDER'S NAME. Sender's first name or first and last name.

WRITER'S IDENTIFICATION. Writer's identity and contact information; also known as a "signature" in some e-mail software.

F. E-MAIL MESSAGES



R-5C and R-5D: E-Mail Message in Microsoft Outlook/Internet Explorer and E-Mail Message in MSN Hotmail

To format an e-mail message:

1. Use the address book feature or type the e-mail address of each recipient in the *To*, *Cc*, or *Bcc* box. A semicolon or comma is usually automatically inserted to separate several names.
2. If you use the reply feature, include the original message only if it helps the reader remember the topic more easily.
3. Use a descriptive, concise subject line with upper- and lowercase letters.
Example: Items for Meeting Agenda
4. Use the attachment feature if you need to attach a file or document.
5. Use a friendly greeting. Follow the greeting with a colon. Use the recipient's first name or a courtesy title

and last name for a more businesslike greeting.

Examples: Hi, Jim: or Jim: or Mr. Andrews:

Note: A greeting is optional but will be used throughout this book.

6. Keep paragraphs short, and type them with normal capitalization and punctuation. Typing in all-caps is considered shouting.
7. Type paragraphs single-spaced, and do *not* indent paragraphs.
8. Press ENTER 2 times between paragraphs only—do *not* press ENTER when you see a line break in the text.
9. After the last paragraph, press ENTER 2 times.

The remaining steps will vary depending upon your e-mail program. If your e-mail program inserts a signature automatically, you do not have to take any further steps other than proofreading. Refer to your e-mail software Help feature for steps on inserting a signature. If your e-mail software does not include a signature feature (and for the purposes of formatting e-mail messages consistently in this textbook), follow these steps:

1. Type your first name only for a friendlier closing, or type both your first and last name for a more businesslike closing. Press ENTER 2 times.

Example: Sandy or Sandy Hill

Note: A closing name is optional but will be used throughout this book.

2. Type your e-mail address, press ENTER, and type your phone number as shown in this example.

Example:

Sandra R. Hill

E-mail: srhill@server.com

Phone: 661-555-1223

3. Spell-check, proofread, and preview your document for spelling and formatting errors.
4. Type all e-mail messages using standard e-mail format. In this book, you will type only the e-mail greeting, body, and closing for all e-mail messages.
5. Refer to the model document on page 84 for correct formatting.

G. WORD PROCESSING: E-MAIL A DOCUMENT AND GDP REFERENCE MANUAL

Study Lesson 25 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Correspondence 25-1

E-Mail Message



Press ENTER 2 times *only* between paragraphs when you see ¶. In Word, lines wrap automatically as you approach the right margin. Your line endings in Word will not match those in the book.



In Word, when you type an e-mail address and then a space, an e-mail hyperlink is inserted automatically.

Hi, Renee: ¶

E-mail is easier to read when the message and subject line are short and concise. The paragraphs should be broken up into small ones whenever possible. ¶

If you wish to send a social e-mail to a large number of recipients, consider typing their e-mail addresses in the Bcc box, which stands for “blind carbon copy,” rather than in the To box. This practice helps reduce spam junk mail, and your friends will appreciate your courtesy.

To add a friendly feeling to your message, greet your recipient by name. Adding your name in the signature also adds a personal touch. Make it easy for your reader to contact you by including a signature line that includes your name, e-mail address, and phone number if desired.

Proofread carefully for errors in typing, spelling, and formatting. Remember, Renee, that once you click the Send button, you can’t get it back. Write messages you would be proud to have the world read. It could happen. ¶

Edward ¶



Edward Garcia

E-mail: egarcia@quickmail.com


Phone: 701-555-4832


Correspondence
25-2
E-Mail Message



The  symbol indicates a new, blocked paragraph. The  symbol indicates the end of a line. Press ENTER as many times as needed.

Hi, Kim:

 I now have e-mail access using my new phone. You can send me the photos you took at our annual meeting because I will be able to access them immediately.

 Thank you, Kim, for bringing your digital camera to the meeting so that we could all enjoy the photos you took.

John | John Sanchez | E-mail: jsanchez@brightway.net | Phone: 404-555-6823

Strategies for Career Success



Goodwill Messages

Would you like to strengthen your relationship with a customer, coworker, or boss? Send an unexpected goodwill message! Your expression of goodwill has a positive effect on business relationships.

Messages of congratulations or appreciation provide special opportunities to express goodwill. These messages can be quite brief. If your handwriting is good, send a handwritten note on a professional note card. Otherwise, send a letter or e-mail.

A note of congratulations might be "I just heard the news about your (award, promotion, etc.). My very best wishes." An appreciation note could be "Thank you for referring me to . . . Your confidence and trust are sincerely appreciated."

Your Turn: Send a goodwill message to someone to express congratulations or appreciation.

Correspondence

LESSON 26

Business Letters

LESSON 27

Business Letters With Enclosure
Notations

LESSON 28

Envelopes and Labels

LESSON 29

Memos and E-Mail With
Attachments

LESSON 30

Correspondence Review



Business Letters

26

Goals

- Type at least 30wpm/3'/5e.
- Correctly format a business letter in block style with standard punctuation.

A. WARMUP

alphabet
concentration
easy

- 1 Six of the women quietly gave back the prizes to the judge.
- 2 electrocardiography gastroenterologists interdenominational
- 3 A bushel of corn was thrown to the turkeys by Mr. McKenzie.

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Skillbuilding

B. SUSTAINED PRACTICE: PUNCTUATION

4 Anyone who is successful in business realizes that the 11
5 needs of the customer must always come first. A satisfied 23
6 consumer is one who will come back to buy again and again. 34

7 Consumers must learn to lodge a complaint in a manner 11
8 that is fair, effective, and efficient. Don't waste time 22
9 talking to the wrong person. Go to the person in charge. 34

10 State your case clearly; be prepared with facts and 11
11 figures to back up any claim. Warranties, receipts, bills, 22
12 and checks are all very effective. Don't be intimidated. 34

13 If the company agrees to work with you, you're on the 11
14 right track. Be specific: "I'll expect a check Tuesday," 22
15 or "I'll expect a replacement in the mail by Saturday." 33

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 3-minute timed writings.



Goal: At least 30wpm/3'/5e

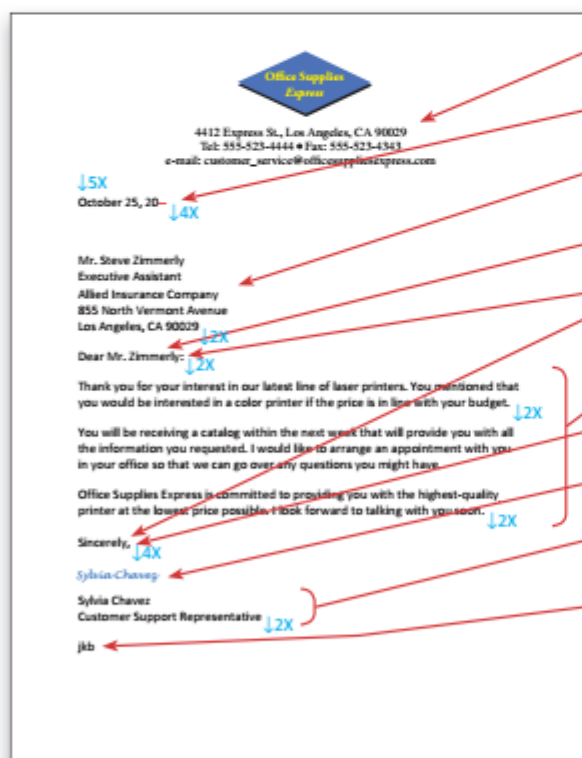
C. 3-MINUTE TIMED WRITING

16 Holding a good business meeting may require a great 11
17 deal of thought and planning. Your meeting must be well 22
18 organized, and an agenda must be prepared. It may be hard 33
19 to judge how long a meeting will take or how many people 45
20 will discuss important issues. 51
21 A good leader is required to execute an agenda. He or 62
22 she must know when to move on to the next topic or when to 74
23 continue debate on a topic. After a productive meeting, a 85
24 leader will be pleased. 90

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. BASIC PARTS OF A BUSINESS LETTER



LETTERHEAD. Printed name, address, and telephone number (and/or fax number and e-mail address) of the company.

DATE LINE. Month, day, and year of the letter; type 2 inches from the top of the page.

INSIDE ADDRESS. Name and address of the party to whom the letter is written; begin 4 lines below the date.

SALUTATION. Opening greeting; type 2 lines below the inside address.

STANDARD PUNCTUATION. A colon after the salutation and a comma after the complimentary closing.

BODY. Text or message of the letter; begin 2 lines below the salutation.

COMPLIMENTARY CLOSING. Closing farewell; type 2 lines below the body.

SIGNATURE. Handwritten signature of the writer.

WRITER'S IDENTIFICATION. Name, or title, or both of the writer; begin 4 lines below the complimentary closing.

REFERENCE INITIALS. Initials of the typist; type 2 lines below the writer's identification.

E. BUSINESS LETTERS IN BLOCK STYLE

To format a business letter in block style:

1. Type all lines beginning at the left margin.
2. Press ENTER 5 times to begin the first line of the letter 2 inches from the top of the page.
3. Type the date, and press ENTER 4 times.
4. Type the inside address. Insert 1 space between the state and ZIP Code.
5. After the inside address, press ENTER 2 times, type the salutation, and type a colon after the salutation for standard punctuation.
6. Press ENTER 2 times after the salutation, and single-space the paragraphs in the body.
7. Press ENTER 2 times between paragraphs only—do *not* press ENTER when you see a line break in the text.
8. Do *not* indent paragraphs in a block-style letter.
9. Press ENTER 2 times after the last paragraph, type the complimentary closing, and type a comma after the complimentary closing for standard punctuation.
10. Press ENTER 4 times after the complimentary closing, and type the writer's identification.
11. Press ENTER 2 times after the writer's identification, and type your reference initials in lowercase letters without periods or spaces.
12. Spell-check, proofread, and preview your document for spelling and formatting errors.



REFER TO Word Manual

Appendix B,
Using GDP Features in
Document Processing,
Reference Initials

Document Processing

Correspondence 26-3

Business Letter in
Block Style



Type the
current year
whenever
you see
"20--."



When you
type text
followed by
two hyphens
(--), followed by more
text and then a
space, a formatted
em dash (—) will
automatically be
inserted.

January 27, 20--

Ms. Laura Green
Account Executive
TurboNet Express
Two Pine Avenue
Long Beach, CA 90802

Dear Ms. Green:

Our company is interested in hosting an educational seminar this spring—one that will focus on meeting the growing need for information industry professionals to keep abreast of emerging new technologies. This year we are specifically interested in information on high-speed Internet connections.

I understand that TurboNet Express specializes in these seminars and that you also help businesses analyze their needs and choose an appropriate solution. I am in the process of contacting several companies similar to yours that might be interested in conducting these seminars. If you will contact me by Thursday or Friday, we can discuss this further.

(continued on next page)

I appreciate the fine service we have always received from you in the past, and I look forward to hearing from you very soon. ↓2X

Sincerely, ↓4X


 Type your own reference initials in lowercase (no periods or spaces) in black whenever you see **urs.**

Kathleen Franco
Information Technology Specialist ↓2X

urs

**Correspondence
26-4**

Business Letter in
Block Style

 In steps 1 and 3 (and in all similar instances in future jobs) do not type the period at the end of text to be revised if that punctuation is not needed.

**Correspondence
26-5**

Business Letter in
Block Style

Open the file for Correspondence 26-3, and make the following changes:

1. Change the date to February 8.
2. Delete the last sentence in the first paragraph, and add these sentences:

Advances in technology are nothing short of astonishing! This year, we would like to focus on models and procedures to save power in the workplace.
3. Change the writer's identification to Joon Soo Han and the job title to Technology Engineer.

May 25, 20-- / Ms. Laura Green / Account Executive /
TurboNet Express / Two Pine Avenue / Long Beach, CA
90802 / Dear Ms. Green:

¶ Thank you so much for hosting the educational seminar last Tuesday that focused on the topic of high-speed Internet connections. Our company and our employees are now well prepared to make a decision about the best type of Internet connection for their particular needs.

¶ Because this seminar was so successful, I have been authorized to contract with TurboNet Express for a continuing series of seminars on any topics related to emerging new technologies and trends as they apply to the needs of our company and our employees. I will call you on Monday so that we can arrange for a meeting to finalize some contractual issues.

¶ Once again, thank you for a very successful and productive seminar!

Sincerely, / Kathleen Franco / Information Technology
Specialist / **urs**

Business Letters With Enclosure Notations

27

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in comma usage.
- Correctly format a business letter in block style with an enclosure notation.

A. WARMUP

alphabet	1 Please quickly pack my box with the five dozen modern jugs.
one hand	2 revert unhook act him access pumpkin gave lymph fever union
easy	3 Hancock may work in the coalfield when he is not busy here.

Skillbuilding



B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
independent clause



The underline calls attention to a point in the sentence where a comma might mistakenly be inserted.

D. COMMAS AND SENTENCES

Use a comma between independent clauses joined by a coordinate conjunction (unless both clauses are short).

Ellen left her job with IBM, and she and her sister went to Paris.

But: Ellen left her job with IBMand went to Paris with her sister.

But: John droveand I navigated.

Note: An independent clause is one that can stand alone as a complete sentence. The most common coordinate conjunctions are *and*, *but*, *or*, and *nor*.

RULE
, introductory expression

Use a comma after an introductory expression (unless it is a short prepositional phrase).

Before we can make a decision, we must have all the facts.

But: In 2008, our nation elected a new president.

Note: An introductory expression is a group of words that come before the subject and verb of the independent clause. Common prepositions are *to, in, on, of, at, by, for,* and *with*.

Edit each sentence to correct any errors.

4 If you agree I will let Mr. Hancock know.

5 On Friday we will meet to discuss the upcoming campaign.

6 Mr. Ray will lead the delegation and Ms. Guy will be the
7 interpreter.

8 Ella dictated and I typed.

9 Melvin accepted a job in Miami that starts in July and then
10 left for a two-week vacation.

11 Now that it is light outside we can begin moving the
12 furniture.

13 It was a well-deserved victory and it didn't come any too
14 soon.

Formatting

E. ENCLOSURE NOTATIONS

To indicate that an item is enclosed with a letter:

- Type the word *Enclosure* on the line below the reference initials to indicate that an item is enclosed with a letter.
- Type the word *Enclosures* if more than one item is being enclosed.

Example: urs
Enclosure

Document Processing

Correspondence 27-6

Business Letter in
Block Style

, independent clause

October 10, 20-- | Ms. Julie Mays | Travelwise International | 7301 East Gold Dust Avenue | Scottsdale, AZ 85258 | Dear Ms. Mays:

¶ Our company has decided to hold its regional sales meeting in Santa Fe during the second week of January, and I need information on a suitable conference site.

¶ We will need a meeting room with the following items: 30 computer workstations with wireless capability and a wireless Internet connection, copy stands, mouse pads, and adjustable chairs; a high-performance LCD projector with a large screen; and a wireless microphone and podium. The hotel should have a fax machine and an on-site business center. We might also need a messenger service.

(continued on next page)

, introductory expression

¶ A final decision on the conference site must be made within the next two weeks. If you have any information on a suitable location in Santa Fe, please send it immediately. I have enclosed a list of conference attendees and included their room preferences. Thank you for your help.

Sincerely yours, | Nick Limpett | Marketing Manager | **urs** | Enclosure

**Correspondence
27-7**

Business Letter in
Block Style

1. Open the file for Correspondence 27-6.
2. Change the inside address to 5421 North Scottsdale Road and the ZIP Code to 85250.
3. Change the first sentence as follows:

Our company has decided to hold its annual national

sales meeting during the first week of February in Santa Fe, and I need information on a suitable conference site.

4. Change the writer's name to William McDougal.

**Correspondence
27-8**

Business Letter in
Block Style

, introductory expression

October 10, 20-- | Mr. Nick Limpett | Marketing Manager
| Secure Investments Inc. | 398 East Wacker Drive |
Chicago, IL 60601 | Dear Mr. Limpett:

¶ Are you searching for a suitable conference site for your next corporate meeting? If so, the Paradise Valley Resort in Scottsdale, Arizona, offers you every amenity imaginable.

¶ Our luxury resort accommodations and stunning Sonoran Desert views are minutes away from the largest mall in the Southwest and hundreds of shops, galleries, and Scottsdale eateries. We are conveniently located only 12 miles from Phoenix Sky Harbor International Airport. Paradise Valley Resort has 40,000 square feet of flexible meeting space, including stunning outdoor venues. Our in-house audiovisual staff will make sure that your event is flawless.

¶ I've enclosed several brochures for your convenience. Let me know if I can be of service in any way. Your success is our success, and I hope to hear from you soon.

Sincerely yours, | Ms. Julie Mays | Corporate Event Specialist | **urs** | Enclosures

, independent clause

Envelopes and Labels

28

Goals

- Type at least 31wpm/3'/5e.
- Correctly use Word's envelope, view gridlines, and label features.
- Correctly format an envelope and label, and fold a letter.

A. WARMUP

alphabet
practice: a and s
easy

- 1 Jack amazed a few girls by dropping the antique onyx vases.
- 2 ask has say sales bases areas scans seams sodas visas tasks
- 3 My neighbors may bid on the islands if the profit is there.

Skillbuilding

B. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

C. 3-MINUTE TIMED WRITING

Take two 3-minute timed writings.



Goal: At least 31wpm/3'/5e

- | | | |
|--|--|----|
| 4 | Credit cards can make shopping very convenient, and | 11 |
| 5 | they frequently help you record and track your spending. | 22 |
| 6 | However, many card companies charge high fees for using | 33 |
| 7 | their credit cards. | 37 |
| 8 | You must realize that it may be better to pay in cash | 48 |
| 9 | and not use a credit card. Look at all your options. Some | 60 |
| 10 | card companies do not charge yearly fees. Some may give | 71 |
| 11 | you extended warranties on goods you buy with their credit | 83 |
| 12 | cards. Judge all the details; you may be surprised. | 93 |
| 1 2 3 4 5 6 7 8 9 10 11 12 | | |

Formatting

D. ENVELOPES

Word's envelope feature simplifies your task of addressing a standard No. 10 envelope measuring 9½ by 4½ inches.

To format an envelope:

1. Use Word's envelope feature to create an envelope.
2. The inside address is automatically inserted in Word's delivery address box if you are adding an envelope to an existing letter. Or you can type the recipient's name and address in upper- and lowercase style in Word's delivery address box.
3. If a return address is not printed on the envelope, type the sender's name and address in upper- and lowercase style in Word's return address box.
4. Use Word's default placement and default font for the delivery address and the return address.
5. Print the envelope immediately after creating it, or add the envelope to the document, and print it later.

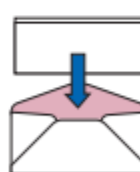
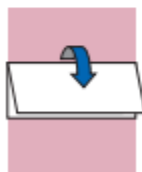
Trend Electronics 2206 31st Street Minneapolis, MN 55407-1911	Mr. Charles R. Harrison Reliable Software Inc. 5613 Brunswick Avenue Minneapolis, MN 55406
--	---

Standard large envelope, No. 10, is 9½ x 4¼ inches.

E. FOLDING LETTERS

To fold a letter for a No. 10 envelope:

1. Place the letter face up, and fold up the bottom third of the page.
2. Fold the top third of the page down to about 0.5 inch from the bottom edge of the page.
3. Insert the last crease into the envelope first with the flap facing up.



F. LABELS

Word's label feature simplifies the task of preparing various labels. You can use different label settings to print a full sheet of labels or to print a single label. You may want to use a mailing label as an alternative to printing an envelope.

To format a label:

1. Select the desired label, and note the label vendor and form number.
2. Use Word's label feature to create a single label or to create a full page of labels for the desired label form.
3. Use Word's default placement and default font for the labels.
4. After you prepare the labels, test the label position by printing your labels on a blank page before you print them on the actual label form. Make any necessary adjustments.

Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740

Full page of the same label, Avery standard, 5160, Address
(Note: Label form shown with "View Gridlines" active.)



G. WORD PROCESSING: ENVELOPES, VIEW GRIDLINES, AND LABELS

Study Lesson 28 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Correspondence 28-9 Envelope

1. Prepare an envelope with the following mailing address:
Mr. Brad Everett | Business
Software Solutions | 1410
Monterey Road | San Jose,
CA 95110
2. Insert the following return address:
Marie Fletcher | ABV Systems
Inc. | 7200 Cedar Street |
Omaha, NE 68124
3. Add the envelope to a blank document.

Correspondence 28-10 Envelope

1. Open the file for Correspondence 27-8, and prepare an envelope for the letter.
2. Do not insert a return address.
3. Add the envelope to the letter.

Correspondence 28-11 Mailing Labels

1. Select an address label product about 1 inch deep, large enough to fit a 4-line address. Label choices will vary; however, Avery standard, 5160, Address is a good choice for laser and ink-jet printers.
2. Prepare address labels for the names and addresses that follow.
3. Type the addresses in order from left to right as you see them displayed next in the first row of labels.
4. Move to the second row of labels, and type them again from left to right.

Purchasing Department	Frank Zimmerly	John Sanchez
Abbott Laboratories	Cartridges, Etc.	Adobe Systems
351 Abbott Park	1220 Charleston Road	1585 Charleston Road
Chicago, IL 60064	Oso Park, CA 90621	Los Angeles, CA 90029
Mike Rashid	Jennifer Reagan	Bob Patterson
Internet Services	Aetna Life	Affiliated Publishing
901 Thompson Place	151 Farmington Avenue	135 Morrissey Blvd.
Sunnyvale, CA 94088	Hartford, CT 06156	Boston, MA 02107

Correspondence 28-12 Mailing Labels

1. Select an address label product about 1 inch deep, large enough to fit a 4-line address. Label choices will vary; however, Avery standard, 5160, Address is a good choice for laser and ink-jet printers.
2. Prepare a full page of the same label with the following address:
Shipping and Receiving |
E-Office Outlet | 1122 North
Highland Street | Arlington,
VA 22201

1. Open the file for Correspondence 27-6, and prepare an envelope for the letter.
2. Insert the following return address:
3. Add the envelope to the letter.

Nick Limpett | Viatech
Communications | 9835 Harvard
Road, NE | Albuquerque, NM
87111

Keyboarding Connection



Decoding the E-Mail Address

With most e-mail software, a header at the top of each e-mail message contains the sender's address. What is the meaning of the strange configuration of an e-mail address?

An e-mail address contains three parts: `anyname@server.com`. First is the identity of the e-mail user, whether a person's name or a general name for the recipient, such as `helpdesk` or `customer service` (before the `@` symbol). Next is the name of the host computer or domain name the person uses (before the period). The third part is the zone, or domain, for the type of organization or institution or even the country indicator to which the host belongs (e.g., `.edu` = education; `.gov` = government; `.com` = company; or a country indicator such as `.de` for Germany, `.uk` for United Kingdom, `.fr` for France).

Be careful to include each part of an e-mail address, and check the spelling and punctuation completely. Even a small error will prevent your message from reaching the recipient. When creating an e-mail address for job searching, try to choose a user name close to your own and as professional as possible.

Your Turn: Have you ever sent an e-mail that did not reach its recipient because of an address error? What type of error did you make?

Memos and E-Mail With Attachments

29

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in spelling.
- Correctly use Word's e-mail attachment feature.
- Correctly format a memo and an e-mail message with an attachment notation.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 Five jumbo oxen graze quietly with the nearby pack of dogs.
- 2 an and ant any ban can fan man pan ran tan van wan nana Ana
- 3 Turn the handle to the right to dismantle the usual signal.

Skillbuilding



B. MAP+: SYMBOL

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing. Review your speed and errors.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

C. PRETEST: Close Reaches

4 The growth in the volume of company assets is due to 11
5 the astute group of twenty older employees. Their answers 22
6 were undoubtedly the reason for the increase in net worth. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

D. PRACTICE: Adjacent Keys

7 as ashes cases class asset astute passes chased creased ask
8 we weave tweed towed weigh wealth twenty fewest answers wet
9 rt worth alert party smart artist sorted charts turtles art

E. PRACTICE: Consecutive Fingers

10 un undue bunch stung begun united punish outrun untie funny
11 gr grand agree angry grade growth egress hungry group graph
12 ol older solid tools spool volume evolve uphold olive scold

POSTTEST

Repeat the Pretest timed writing and compare performance.

F. POSTTEST: Close Reaches

Language Arts

Type these frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

G. SPELLING

13 personnel information its procedures their committee system
14 receive employees which education services opportunity area
15 financial appropriate interest received production contract
16 important through necessary customer employee further there
17 property account approximately general control division our

- 18 All company personel will receive important information.
19 Are division has some control over there financial account.
20 There comittee has received approximately three contracts.
21 The employe and the customer have an oportunity to attend.
22 We have no farther interest in the property or it's owner.
23 When it is necessary, follow aproprate proceedures.

Strategies for Career Success



Preparing to Conduct a Meeting

Do you want to conduct a successful meeting? Meetings tend to fail because they last too long and attendees do not stay focused. First, determine the meeting's purpose (e.g., to make a decision or obtain/provide information).

Decide who needs to attend the meeting. Include those who can significantly contribute, as well as decision makers. Prepare an agenda, that is, a list of items to be discussed. Distribute it to attendees a few days before the meeting.

Choose where you will conduct the meeting, and schedule a room. Determine if you will be teleconferencing, videoconferencing, or needing audiovisual equipment. If appropriate, arrange for refreshments. Check the room temperature, acoustics, and lighting. Attention to these details will increase your chances for a successful outcome.

Your Turn: Think about a meeting you attended that was a failure. What could the meeting leader have done to better prepare for the meeting?

Formatting

H. BASIC PARTS OF A MEMO

A memo is usually sent from one person to another in the same organization. E-mail in recent years has replaced memos as an efficient means of interoffice communication in many offices. However, memos are better suited for detailed messages of a more formal nature.

The diagram shows a memo template with the following text and annotations:

MEMO TO: Robert Abrams, Executive Vice President
FROM: Juan Montalvo, Director of Operations
DATE: January 18, 20--
SUBJECT: New Corporate Site

As you can see from the attached letter, I've accepted two bids for the construction of our new corporate site. The companies under consideration are Livingston Master Builders and ABC Allstar Contractors.

These two companies have been asked to submit all specifications for the new site and a consideration bid by February 23. When all the bids are in and reviewed by our team, I will let you know. At that time, we will assemble the corporate team and review each bid in detail.

Thank you for your patience and your faith in this project. I know it will be a great success.

wmc
Attachment

Annotations:

- MEMO HEADINGS.** Printed guide words typed in bold (including the colon); press **Tab** after the colon as needed to align the heading entries at the same point; begin 2 inches from the top of the page.
- MEMO TO HEADING.** Name of recipient; if a title is included, separate the name and title with a comma.
- FROM HEADING.** Name of writer; if a title is included, separate the name and title with a comma; followed by handwritten initials of sender.
- DATE HEADING.** Month, day, and year the memo was typed.
- SUBJECT HEADING.** Subject of the memo; if the subject wraps to a second line, press **Tab** at the start of the second line as needed to align the second line at the same point as the first line.
- BODY.** Text or message of the memo; type 2 lines below the subject heading.
- REFERENCE INITIALS.** Initials of the typist; type 2 lines below the body.
- ATTACHMENT NOTATION.** Indicates that something is attached; if used, type directly below the reference initials.

I. MEMOS

To format a memo on plain paper or on letterhead stationery:

1. Press ENTER 5 times to begin the first line of the memo 2 inches from the top of the page.
2. Type the headings (including the colons) in all-caps and bold: MEMO TO:, FROM:, DATE:, and SUBJECT:.
3. Press TAB as many times as needed to reach the point where each heading entry begins.
4. Press ENTER 2 times between each line of the heading and after the last line in the heading.
5. Type the body of the memo using blocked paragraphs, and press ENTER 2 times between paragraphs.
6. Press ENTER 2 times after the last paragraph in the body, and type your reference initials (not “**urs**”) in lowercase letters without periods or spaces.
7. Spell-check, proofread, and preview your document for spelling and formatting errors.

J. MEMOS WITH ATTACHMENT NOTATIONS

To format a memo with an attachment, type the word *Attachment* (rather than *Enclosure*) on the line below the reference initials when material is physically attached (stapled or clipped) to a memo.

Example: **urs**

Attachment

K. E-MAIL WITH ATTACHMENTS

Use the attachment feature in your e-mail software to attach one or more electronic files to an e-mail message.

To format an e-mail message with an attachment:

- Format the e-mail message as usual.
- No special formatting steps are needed when an attachment is sent. Do *not* type an attachment notation at the bottom of the e-mail message.
- Use the e-mail attachment feature to attach a file of some type to the message. A file attachment is automatically denoted by a special symbol (usually a paper clip).

L. WORD PROCESSING: E-MAIL—ATTACHMENT NOTATIONS

Study Lesson 29 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Document Processing

Correspondence

29-14

Memo



Highlighted words are spelling words from the language arts activities; do not highlight them when you type.

↓5X →tab

MEMO TO: All Company Personnel ↓2X

FROM: Jerry Mitchell, Employee Relations Division jmv

DATE: October 15, 20--

SUBJECT: Holiday Committee ↓2X

There has been a great deal of interest regarding the appropriate procedures for planning our upcoming holiday event next month. ↓2X

I have received requests from approximately 80 percent of our customers to organize some type of annual charitable event. This event will include all interested employees and customers and will provide an opportunity for everyone to contribute financially to local families in need.

It will be necessary to gather general information regarding the cost of renting a facility in our area, which will be ready next week. When I am through with that process and a contract has been signed, I will contact all interested personnel. If you are interested in participating in this important event, please return the attached sign-up sheet. ↓2X

urs

Attachment

Correspondence

29-15

Memo

MEMO TO: Amy Vigil, Human Resources | **FROM:** Dan Westphal | **DATE:** November 23, 20-- | **SUBJECT:** MedNet Benefit Plan

¶ Thank you for the brochure I received detailing the various options offered to employees through the MedNet plan. I need clarification on some of the important services included in the plan.

¶ Because both my wife and I are employees of Allied Aerospace Industries, do we have the choice of enrolling separately under different options? In our present plan, I know that this is appropriate.

¶ We have two dependents. Can we enroll each dependent under a different plan option, or is it necessary to choose either one option or the other for both? I know that in the past you have asked for evidence of their dependent status and dates of birth, which I have attached.

¶ If you need any further information, please let me know. Thank you very much for your help.

urs | Attachments

Hi, Doug:

I now have appropriate health insurance for my family. As a fellow employee, you might be very interested in obtaining further details. I have attached a file I received with a list of resources, procedures, services, and general information that I found useful.

Researching these important health insurance contracts is necessary so that you can make an informed choice for your own family. Feel free to contact me with any questions.

Elizabeth | Elizabeth Chavez | E-mail: echavez@freeweb.net | Phone: 661-555-3623



Correspondence Review

30

Goals

- Type at least 32wpm/3'/5e.
- Correctly use Word's italic and underline features.
- Correctly format a memo and an e-mail message with an attachment notation.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet	1 A dumpy kibitzer jingled coins as the exchequer overflowed.
number/symbol	2 eck@hotmail.com 92% Cho & Orr 9/13 (Shh!) \$4.57 *2010 #86-3
easy	3 When they visit downtown, the auditors fight for their bid.

Take three 12-second timed writings on each line.

Press TAB 1 time between words where you see the → symbol. Type each line 2 times.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

4 The giant wiry dog put half of the bones down on the chair.
 5 Leo may visit the island by the giant oaks on his tan bike.
 6 Do not blame my firm for the low level of fuel in the tank.
 7 Jake may try to fix the leaks in the pipes in the city gym.
 ' ' ' ' 5 ' ' ' ' 10 ' ' ' ' 15 ' ' ' ' 20 ' ' ' ' 25 ' ' ' ' 30 ' ' ' ' 35 ' ' ' ' 40 ' ' ' ' 45 ' ' ' ' 50 ' ' ' ' 55 ' ' ' ' 60

C. TECHNIQUE PRACTICE: TAB KEY

8 ale→ and→ Poe→ aha→ Ian→ ape→ ask→ Jew→ Lin→ Mel→ amp
 9 Kai→ Meg→ Mag→ Ira→ adz→ Kim→ Liz→ Hal→ Ivy→ aid→ all
 10 ark→ Jeb→ arc→ arm→ Una→ air→ Mel→ Lew→ aim→ Peg→ Nan
 11 Uzi→ Leo→ Uri→ awe→ ail→ May→ axe→ Max→ Kim→ Nat→ Liv

Take two 3-minute timed writings.



Goal: At least 32wpm/3'/5e

D. 3-MINUTE TIMED WRITING

12 If you want to work in information processing, you 10
13 may realize that there are steps that you must take to 21
14 plan for such an exciting career. First, you must decide 33
15 whether or not you have the right personality traits. 44
16 Then you must be trained in the technical skills you 54
17 need in such an important field. The technology is changing 66
18 each day. You must stay focused on keeping up with these 78
19 changes. Also, you must never quit wanting to learn new 89
20 skills each day you are on the job. 96

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting



GO TO
Word Manual

E. WORD PROCESSING: ITALIC AND UNDERLINE

Study Lesson 30 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Correspondence
30-17
Memo

Underline the text to be emphasized.

Italicize the book title.

MEMO TO: All Executive Assistants | **FROM:** Robbie Holt, Staff Development Coordinator | **DATE:** March 25, 20-- | **SUBJECT:** Standardizing Document Formats

¶ Last month we received our final shipment of new laser printers. The installation of these printers in your offices marked the final phaseout of all ink-jet printers.

¶ Because all of us can now use a variety of standardized fonts in our correspondence, please note the following change: From now on, all titles in tables, correspondence, and reports should be set in Calibri 14. This new formatting change will help us to standardize our communications.

¶ The latest edition of the book *Quick Reference for the Automated Office* has two pages of helpful information on laser printers. I have attached my comments. Please read these pages carefully, and we will discuss them at our next meeting.

urs | Attachment

Hi, Louise:

¶ The League of Women Voters is looking for volunteers to work at the various polling places during the upcoming elections. If you think you will be able to volunteer your time, please fill out and mail the attached schedule of availability. After I receive your schedule, I will contact you to confirm a location, time, and date.

¶ We are sending you the best-selling book *Great American Presidents* as a small token of our appreciation. Concerned citizens like you make it possible for the public to have a convenient place to vote. Thank you for your interest in this very worthy cause!

Paige | Paige Jones | E-mail: pjones@hotweb.net | Phone: 314-555-6972

Progress and
Proofreading
Check



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

Italicize the magazine title.

April 3, 20-- | Ms. Robbie Holt | Staff Development Coordinator | Health Care Incorporated | 1129 Market Street | Philadelphia, PA 19107 | Dear Ms. Holt:

¶ *I understand that you were in charge of selecting some fabulous new laser printers for Health Care Incorporated in Philadelphia. I know you researched the needs of your branch and considered those needs in your choice. I certainly appreciate your effort.*

¶ *Several of us at Health Care Incorporated here in Los Angeles would be very interested in seeing the printers demonstrated as we are planning a major printer upgrade with training to follow as well. Would it be possible to schedule a demonstration soon? We are particularly interested in learning about any features that particularly influenced your printer choice.*

¶ *I have enclosed an article on laser printers from the latest issue of *Office Technology*. Please let me know your reaction to the article. If I can help you in any way to arrange the demonstration, I would be more than happy to do so.*

Sincerely, | Jeffrey Keller | Staff Development Coordinator
| urs | Enclosure

Reports

LESSON 31

One-Page Business Reports

LESSON 32

Multipage Business Reports

LESSON 33

Rough-Draft Business Reports
With Lists

LESSON 34

Multipage Academic Reports
With Lists

LESSON 35

More Rough-Draft Reports



One-Page Business Reports

31

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in capitalization.
- Correctly use Word's alignment and font size features.
- Correctly format a business report with side headings.

A. WARMUP

- | | |
|---------------|---|
| alphabet | 1 Jack's man found exactly a quarter in the woven zipper bag. |
| concentration | 2 incomprehensibility counterinsurgencies distinguishableness |
| easy | 3 The towns of Sydney and Burma are both due for a May visit. |



Skillbuilding

B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
= sentence

RULE
= proper noun

RULE
= time

D. CAPITALIZATION

Capitalize the first word of a sentence.

Please prepare a summary of your activities.

Capitalize proper nouns and adjectives derived from proper nouns.

Judy Hendrix drove to Albuquerque in her new Pontiac convertible.

Note: A proper noun is the official name of a particular person, place, or thing.

Capitalize the names of the days of the week, months, holidays, and religious days (but do not capitalize the names of the seasons).

On Thursday, November 25, we will celebrate Thanksgiving, the most popular holiday in the fall.

Edit each sentence to correct any errors.

- 4 The american flag can be seen flying over the White House in
- 5 Washington, DC.
- 6 Our Country's flag is often seen flying over Government
- 7 buildings on holidays like July 4, independence day.
- 8 Memorial Day signals the end of spring and the start of
- 9 Summer.
- 10 Most Americans consider Labor day the beginning of the fall
- 11 season.
- 12 In december many people observe christmas and Hanukkah.
- 13 most government holidays are scheduled to fall on either a
- 14 Monday or a friday.
- 15 Sometimes the birthdays of Historical figures are also
- 16 celebrated.

Formatting

E. BASIC PARTS OF A BUSINESS REPORT

The two basic styles of reports are business and academic. An illustration for a business report with side headings, paragraph headings, and a list follows.

The diagram illustrates the formatting of a business report. It shows a sample report on the left and a list of formatting rules on the right, with red arrows pointing from the rules to the corresponding parts of the report.

TITLE. Subject of the report; type 2 inches from the top of the page with a 14-point font size, in all-caps, in bold; center all title lines, and single-space 2-line titles.

SUBTITLE. Secondary or explanatory title; center, bold, and type 1 blank line below the title, in upper- and lowercase letters.

BYLINE. Name of the writer; center, bold, and type 1 blank line below the previous line.

DATE. Date of the report; center, bold, and type 1 blank line below the previous line.

BODY. Text of the report; type single-spaced, 1 blank line below the previous line at the left margin, with 1 blank line between paragraphs.

SIDE HEADING. Major subdivision of the report; type in all-caps and bold, 1 blank line below the previous line at the left margin.

PARAGRAPH HEADING. Minor subdivision of the report; type in bold (followed by a bold period) in upper- and lowercase letters, 1 blank line below the previous line, at the left margin.

LIST. Numbered or bulleted items; insert 1 blank line above and below the list, using Word's default list format; type single-spaced throughout.

Sample Report Content:

AN INVESTIGATION OF CORPORATE HEALTH CARE POLICIES

Recent Trends at AMX Industries

Lisa Bonline

December 19, 20--

Corporate health care policies must be studied carefully in order to maximize employee productivity and minimize excessive absenteeism. The reasons for absenteeism and the responsiveness of employers to the needs of the employees must be examined in order to establish realistic health care policies.

REASONS FOR ABSENTEEISM

There are many reasons employees are absent from work. Illness and personal emergency are common reasons for absenteeism.

Stress. Illness is often caused by all the stress in the workplace. Employees may have to care for parents and children.

Personal Needs. Recent studies have also shown that absences due to personal needs are increasing. Two important questions must be addressed.

1. Should employers rethink their health care policies?
2. How can a newly instituted health care policy be more responsive to the needs of the employee?

EMPLOYER RESPONSIVENESS

Flexible scheduling is one creative way in which employers can respond to the needs of employees. If workers are given the opportunity for a flexible working schedule, stress levels should go down, and personal needs can be addressed.

F. BUSINESS REPORTS

To format a business report:

1. Use single spacing.
2. Press ENTER 5 times to begin the first line of the report 2 inches from the top of the page.
3. Change the font size to 14 point; and type the title in all-caps, centered, in bold. Single-space a 2-line title.
4. Press ENTER 2 times and change the font size to 12 point.
5. If the report includes a subtitle, byline, or date, type each item centered and in bold upper- and lowercase letters.
6. Press ENTER 2 times after each part of the heading block.
7. Press ENTER 2 times between all paragraphs.
8. Do not number the first page of a report, but insert a page number on all subsequent pages of a multipage report.
9. Spell-check, proofread, and preview your document for spelling and formatting errors.

G. BUSINESS REPORTS WITH SIDE HEADINGS

To format side headings in a business report:

1. Insert 1 blank line before and after side headings.
2. Type side headings in the default 12-point font at the left margin, in bold, and in all-caps.

H. WORD PROCESSING: ALIGNMENT AND FONT—SIZE

Study Lesson 31 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Report
31-1
Business Report

Document Processing

↓5X
14 pt **AN ANALYSIS OF BUSINESS
CASUAL DRESS CODES** ↓2X

12 pt ↓ **Recent Trends in the Business World** ↓2X

Louise McMabel ↓2X

October 18, 20-- ↓2X

■ proper noun

■ time

■ sentence

Establishing corporate business casual dress codes requires both sensitivity and awareness of all the legal ramifications that such codes bring with them. Factors such as whether or not a job requires a uniform or requires certain attire for safety reasons can be extremely important in setting a dress code policy and in being able to enforce it. ↓2X

(continued on next page)

ESTABLISHING GUIDELINES ↓2x

■ sentence

A policy manual should include all specifications regarding dress codes, including the more relaxed dress code known as business casual. If your company's policy manual does not precisely define what is considered "acceptable" business casual dress, you are likely to see a range of interpretations. Once expected dress code standards have been lowered due to vague guidelines, you will have a much more difficult time enforcing any guidelines later.

RESPONSIVENESS OF EMPLOYEES

■ time

If employees are convinced that their image and dress directly affect the company's bottom line, they are more likely to be motivated to adhere to stricter dress code guidelines. If they know that a specified workday, such as a Friday, can be a day to relax their dress, they might consider it a reasonable trade-off to the stricter guidelines enforced during the other workdays. A professional image consultant from Dress for Success Inc. could conduct some workshops to educate employees regarding the importance of professional dress and how to dress professionally even when the standard is business casual.

■ proper noun

POTENTIAL RESULTS

■ time

If you decide to adopt a business casual dress code in the spring, note its effect on employee morale. You might find that teamwork increases and creativity rises. All these factors have the potential to increase productivity. Everyone wins!

Report
31-2
Business Report

Open the file for Report 31-1 and make the following changes:

1. Delete the subtitle, and change the byline to Renee Kare Oke.
2. Change the date to November 24.
3. Change the second side heading to EMPLOYEE RESPONSIVENESS.
4. Delete the last two sentences in the last paragraph at the end of the report.

5. Add the following sentences to the end of the last paragraph:

Employees will feel empowered by the energy generated by a more casual work environment. When they arrive at work each Friday in casual attire, they will feel more relaxed and ready to work.

Multipage Business Reports

32

Goals

- Type at least 33wpm/3'/5e.
- Correctly use Word's page number, page break, and widow/orphan control features.
- Correctly format a multipage business report with side and paragraph headings.

A. WARMUP

- | | | |
|----------|---|---|
| alphabet | 1 | By Jove, my quick study of lexicography won a bronze prize. |
| one hand | 2 | adverb hookup was ply target minimum beat knoll acted kinky |
| easy | 3 | The auditor from Dubuque had a problem with the amendments. |

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Skillbuilding

B. SUSTAINED PRACTICE: ALTERNATE-HAND WORDS

- | | | |
|--|---|----|
| 4 | When eight of them began a formal discussion on some | 11 |
| 5 | of the major issues, the need for a chair was very evident. | 23 |
| 6 | A chair would be sure to handle the usual work with ease. | 34 |
| | | |
| 7 | The eight people in that group decided that the work | 11 |
| 8 | would be done only if they selected one person to be chair | 23 |
| 9 | of their group. They began to debate all the major issues. | 34 |
| | | |
| 10 | One issue that needed to be settled right up front was | 11 |
| 11 | the question of how to handle proxy votes. It seemed for a | 23 |
| 12 | short time that a fight over this very issue would result. | 35 |
| | | |
| 13 | The group worked diligently in attempting to solve the | 11 |
| 14 | issues that were being discussed. All of the concerns that | 23 |
| 15 | were brought to the group were reviewed in depth by them. | 34 |
| 1 2 3 4 5 6 7 8 9 10 11 12 | | |

Take two 3-minute timed writings.



Goal: At least
33wpm/3'/5e

C. 3-MINUTE TIMED WRITING

16 Be zealous in your efforts when you write business 10
17 letters. Your business writing must convey clearly what 22
18 it is you want people to read. All of your letters should 33
19 be formatted neatly in proper business letter format. 44
20 Before sending your letters, read them quickly just to 55
21 make sure that they explain clearly what you want to say. 67
22 Proofread the letters you write for correct grammar and 78
23 spelling. Use all of your writing skills to display the 89
24 best image. Your readers will welcome the effort. 99

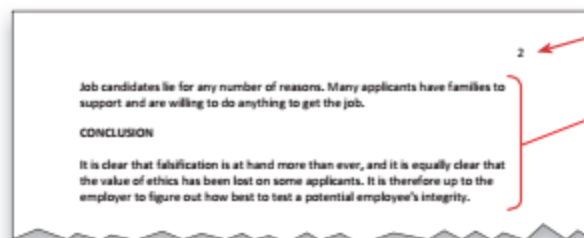
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. MULTIPAGE BUSINESS REPORTS

To format a multipage business report:

1. Press ENTER 5 times to begin the first line of the report 2 inches from the top of the page.
2. Do not number the first page. Suppress the page number on the first page, and insert a page number in the top right-hand corner of the page header of all continuing pages.
3. Do not end any page with a single line, and do not begin any subsequent page with a single line.
4. Spell-check, proofread, and preview your document for spelling and formatting errors.
5. Refer to the illustration that follows to format the second page of a multipage business report.



PAGE NUMBER. Inserted on continuing pages only; typed inside the document header at the right margin.

BODY. Continues at the default top margin, 1 inch from the top of the page.

E. BUSINESS REPORTS WITH PARAGRAPH HEADINGS

To format paragraph headings in a business report:

1. Insert 1 blank line above the paragraph that includes a paragraph heading.
2. Type paragraph headings at the left margin, in bold, and in upper- and lowercase letters.
3. Follow the paragraph heading by a bold period and 1 space.



F. WORD PROCESSING: PAGE NUMBER, PAGE BREAK, AND WIDOW/ORPHAN CONTROL

Study Lesson 32 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Report
32-3
Business Report

Remember to insert a page number on the second page and suppress it on the first page.

Your page endings in Word will not match those in the book.

Italicize the words as shown.

ETHICAL ISSUES FACING EMPLOYERS AND JOB APPLICANTS

Mary Lincoln

February 12, 20--

¶ Some job applicants “pad” their application with false information, such as phony salaries and nonexistent jobs. Even some well-known political figures have been guilty of listing a job on their resume during a period of time in which such a job never existed. When applicants are eager or even desperate to find a job, such ethical dilemmas will rise to the forefront.

FALSIFICATION

¶ What is falsification? Certainly, adding information that is not true would seem to indicate a clear intent on the part of the applicant to falsify information. But how do you judge whether or not leaving out pertinent information or information that would cast you in a bad light qualifies as intentional falsification? These are gray areas that are not always easy to define.

¶ **Honors and Grades.** Let’s take a look at a more specific example. What if your grade point average at graduation had been just slightly higher to qualify you for a degree designation of *cum laude*, *magna cum laude*, or even *summa cum laude*? Clearly, it would be falsification to claim one of these designations when that designation was not earned. However, there is an ethical way to place yourself in the best light without falsifying information. If you earned an outstanding grade point average in the courses for your given major, it is certainly acceptable to state your correct grade point average and specify that the average reflects grades only for courses related to your declared college major or minor.

¶ **School Activities.** Many applicants are willing to exaggerate or totally falsify their participation in school activities. In order to prove leadership ability, an applicant might be willing to say that he or she was president of a nonexistent club or perhaps organized some type of fictional fund-raising activity. Such deception is clearly falsification.

¶ **Job Titles.** Another area rampant with deception is the list of previous job titles. In order to make a former job sound more impressive, a job contender might add a word or two to the title or perhaps rename the title altogether.

REASONS FOR LYING

Job candidates lie for any number of reasons. Some of them see getting a job as some sort of game in which the rules really don’t matter. Others equate lying with cheating on an exam and rationalize the deception in some way. Many applicants have families to support and are willing to do anything to get the job.

(continued on next page)

CONCLUSION

It is clear that falsification is at hand more than ever, and it is equally clear that the value of ethics has been lost on some applicants. It is therefore up to the employer to figure out how best to test a potential employee's integrity, to investigate an applicant's history, and then to decide whether or not to hire this individual.

Report
32-4
Business Report

Open the file for Report 32-3 and make the following changes:

1. Change the byline to Ruth Carter.
2. Change the date to October 1.
3. Change the second side heading to REASONS FOR FALSIFICATION.
4. Add this paragraph to the end of the report:

The importance of ethical intentions in a future employee should never be

underestimated. There is an old saying that honesty is the best policy. Honesty is expected and required in the workplace, and great dividends await those who make an exemplary work ethic a top priority.



Rough-Draft Business Reports With Lists

33

Goals

- Demonstrate improved speed and accuracy while typing.
- Correctly identify and apply basic proofreaders' marks.
- Correctly use Word's bullet and numbering features.
- Correctly format a rough-draft business report with lists.

A. WARMUP

alphabet
practice: s and d
easy

- 1 Jay began removing six dozen black quilts with petty flaws.
- 2 sod sad deeds desks dosed dudes dusts sheds sides soda suds
- 3 The men may be busy but they may go to the social with her.



Skillbuilding

B. MAP+: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:

If you made 2 or fewer errors on the Pretest, type each individual line 2 times.

Accuracy Emphasis:

If you made 3 or more errors, type each group of lines (as though it were a paragraph) 2 times.

C. PRETEST: Discrimination Practice

- | | | |
|--|--|----|
| 4 | Steven saw the younger, unruly boy take flight as he | 11 |
| 5 | threw the coin at the jury. The brave judge stopped the | 22 |
| 6 | fight. He called out to the youth, who recoiled in fear. | 33 |
| 1 2 3 4 5 6 7 8 9 10 11 12 | | |

D. PRACTICE: Left Hand

- | | |
|---|---|
| 7 | vbv verb bevy vibes bevel brave above verbal bovine behaves |
| 8 | wew west weep threw wedge weave fewer weight sewing dewdrop |
| 9 | fgf gulf gift fight fudge fugue flags flight golfer feigned |

E. PRACTICE: Right Hand

- | | |
|----|---|
| 10 | uyu buys your usury unity youth buoys unruly untidy younger |
| 11 | oio coin lion oiled foils foist prior recoil iodine rejoice |
| 12 | jhj jury huge enjoy three judge habit adjust slight jasmine |

POSTTEST

Repeat the Pretest timed writing and compare performance.

F. POSTTEST: Discrimination Practice

Language Arts

Edit these sentences to correct any errors.

G. PROOFREADING

- 13 It doesnt matter how fast you can type or how well you now a
14 software program if you produce documents that are filled
15 with errors.
- 16 You must learn to watch for errors in spelling punctuation,
17 and formatting.
- 18 Look carefully between words and sentences.
- 19 Make sure that after a period at the end of a sentence, you
20 see one space.
- 21 Sometime it helps to look at the characters in the sentence
22 justabove the one you are proofreading to ensure accuracy.

Formatting

H. BULLETED AND NUMBERED LISTS

Numbers and/or bullets are used in documents to call attention to items in a list and to increase readability. If the sequence of the list items is important, use numbers rather than bullets.

To format bulleted and numbered lists in documents:

- Use the bullets or numbers feature to format the list using Word's default format.
- Use the same line spacing (single or double) between lines in the list as is used in the rest of the document.

I. BUSINESS REPORTS WITH LISTS

To format lists in a business report:

1. Press ENTER 2 times to insert 1 blank line above the list.
2. Between lines in the list, use the same spacing (single in a business report or double in academic reports) as is used in the rest of the document.
3. Insert 1 blank line below the list.
4. Spell-check, proofread, and preview your document for spelling and formatting errors.













REFER TO
Reference
Manual

R-12D: Examples of
Different Types of Lists

J. BASIC PROOFREADERS' MARKS

Proofreaders' marks are used to indicate changes or corrections to be made in a rough-draft document that is being revised for final copy. Study the chart to learn what each proofreaders' mark means.

Proofreaders' Marks	Draft	Final copy
 Omit space	data base	database
 Insert	if he's ^{not} going,	if he's not going,
 Capitalize	Maple street	Maple Street
 Delete	a final draft	a draft
 Insert space	allready to	all ready to
 Change word	and ^{when} if you	and when you
 Use lowercase letter	our President	our president
 Transpose	they all see	they see all
 Single-space	SS first line second line	first line second line
 New paragraph	... to use it. ¶ We can	... to use it. We can

K. WORD PROCESSING: BULLETS AND NUMBERING

Study Lesson 33 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Document Processing

Report
33-5
Business Report

Lines are shown with extra spacing for the proofreaders' marks. Type the report with standard spacing.

EFFECTIVE WAYS TO GET ACTIVE AS A FAMILY

By Mike Khouri

February 23, 20--

There is no doubt that parenting takes a great deal of time and more energy. Although it would seem that becoming active as a family group would expend even more energy and possibly create more stress the opposite is true. When the whole family participates in physical activities, children learn that being active is fun and makes everyone feel better.

(continued on next page)

GETTING STARTED

There are many ways in which you can get all family members up and participating in a newer, healthier lifestyle:

1. Make a list as a ~~family~~^{all} of activities you would like to do together and post a schedule.
2. Make sure the list includes things everyone enjoys doing.
3. Plan a monthly activity ~~which~~^{that} involves walking out doors, such as a trip to the Zoo or camping.

Setting Family Rules

Once you have started this regimen, you will ~~notice probably~~ that the entire family has an increased energy level. However you may still need a few family rules to keep everyone on track:

- Set a limit on the number of television hours allowed.
- Set ~~limits~~^{a limit} on computer games and Internet use.
- ~~Don't~~ use food as a reward for participating in family activities.
- Make these activities a high priority in your daily and weekly routines.

If you practice these methods to create and maintain the energy levels for your ~~entire~~ family, you will find that these routines will become a ~~very~~ natural part of your daily life. Enjoy the change and experiment with new activities each week. You will ~~be likely~~ pleasantly surprised at the changes you see in the family unit.

Report
33-6
Business Report

Open the file for Report 33-5 and make the following changes:

1. Change the first side heading to HOW TO GET STARTED. includes activities that are fun and upbeat.
2. Change the second side heading to HOW TO SET FAMILY RULES.
3. Change the second numbered item to this: Make sure the list
4. Change the fourth bulleted item to this: Don't let things get in the way of family activity time.

Multipage Academic Reports With Lists

34

Goals

- Type at least 34wpm/3'/5e.
- Correctly use Word's line-spacing feature.
- Correctly format a multipage academic report with a list.

A. WARMUP

alphabet	1 Please pack my boxes with five dozen jugs of liquid veneer.
frequent digraphs	2 on bon con none noon don ion one son ton won onto moon font
easy	3 If she works downtown, Kay may make a visit to the old gym.

Skillbuilding

B. PROGRESSIVE PRACTICE: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking speed.

C. TECHNIQUE PRACTICE: ENTER KEY

- Who? Go. So? Get it? Why not? Well? See to it. Why me? Eat!
- Read it. Whew! Go slow. Where? Finished? Who, Tom? Type it.
- Roll over. Wait. Sit. Beg. See him. What gives? Truly! Why?
- Do it. Be there. Taxi? See me. All? Why him? We did. Don't!

D. 3-MINUTE TIMED WRITING

- Companies that place major ads on the Internet use a
 - process called data mining. They look for patterns in the
 - quantities of data they get from those who visit Web sites.
 - Data mining tracks buying habits of customers and then
 - decides to send ads to them based on their current and past
 - buying patterns. Data mining can also be used to explain
 - buyer behavior and to look at trends. First, a survey is
 - filled out, and then the results are gathered and stored in
 - a file to be analyzed in detail at a later time.
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Type each line 2 times.
Type each sentence
on a separate line by
pressing ENTER after each
sentence.

Take two 3-minute timed
writings.



Goal: At least
34wpm/3'/5e

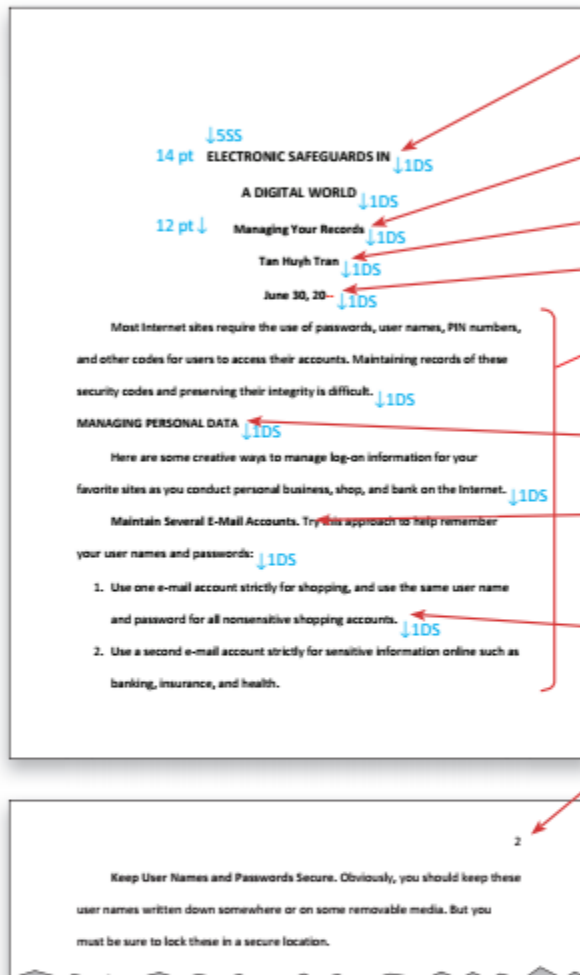
Formatting



R-8A-B: Multipage
Business Report

E. BASIC PARTS OF AN ACADEMIC REPORT

The two basic styles of reports are business and academic. An illustration for a multipage academic report with side headings, paragraph headings, and a list follows.



TITLE. Subject of the report; centered; typed 2 inches from the top of the page (single-space, press ENTER 5 times, and change to double spacing) in bold and all-caps, with a 14-point font size; 2-line titles are double-spaced.

SUBTITLE. Secondary or explanatory title; centered; typed 1 double space below the title, in bold, with upper- and lowercase letters.

BYLINE. Name of the writer; centered; typed 1 double space below the previous line, in bold.

DATE. Date of the report; centered; typed 1 double space below the previous line, in bold.

BODY. Text of the report, double-spaced; the first line of each paragraph is indented 0.5 inch, with 1 blank line between paragraphs. Subsequent pages continue at the default top margin, 1 inch from the top of the page.

SIDE HEADING. Major subdivision of the report; typed 1 double space below the previous line at the left margin, in bold and all-caps.

PARAGRAPH HEADING. Minor subdivision of the report; typed 1 double space below the previous line indented 0.5 inch from the left margin, in bold, with upper- and lowercase letters; followed by a period (also in bold).

LIST. Numbered or bulleted items in a report; typed using Word's default list indent, double-spaced, with 1 double space above and below the list.

PAGE NUMBER. Inserted on the continuing pages only inside the document header at the right margin.

F. ACADEMIC REPORTS

To format a multipage academic report with side headings and paragraph headings:

1. Press ENTER 5 times to begin the first line of the academic report 2 inches from the top of the page.
2. Change line spacing to double, and type the remainder of the report in double spacing.
3. Type the title in all-caps, centered, and in bold, and change the font size to 14 point. Double-space a 2-line title.
4. Press ENTER 1 time and change the font size to 12 point.
5. If the report includes a subtitle, byline, or date, type each item centered, in bold and upper- and lowercase letters.
6. Press ENTER 1 time after each line in the heading block.
7. Press ENTER 1 time between all paragraphs.
8. Type side headings at the left margin, in bold and all-caps.
9. Press TAB 1 time at the start of each paragraph and each paragraph heading to indent them 0.5 inch.
10. Type paragraph headings in bold and upper- and lowercase letters, and follow the paragraph heading with a bold period and 1 space.
11. Do not number the first page of a report, but insert a page number on all subsequent pages of a multipage report.
12. Do not end any page with a single line, and do not begin any subsequent page with a single line.
13. Spell-check, proofread, and preview your document for spelling and formatting errors.

G. ACADEMIC REPORTS WITH LISTS

To format lists in an academic report:

1. Press ENTER 1 time before beginning the list.
2. Apply either bullets or numbers, and type the list using Word's default format.
3. Between lines in the list, use the same spacing (double in academic reports) as is used in the rest of the document.
4. Press ENTER 1 time after completing the final entry in the list, and end the list.

H. WORD PROCESSING: LINE SPACING

Study Lesson 34 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



**REFER TO
Reference
Manual**

R-12D: Examples of
Different Types of Lists



**GO TO
Word Manual**

Report
34-7

Academic Report

Document Processing

14 pt COMMUNICATION DYNAMICS WHEN
SOCIALIZING AT WORK
12 pt Informal Social Support Systems
Linda Padilla
October 30, 20--

Longer work hours and increasing job demands are leading to social networking on the job. Mixing socially with coworkers requires a different tactic than socializing with friends and family.

(continued on next page)

BE YOURSELF ↓1DS

Conversation does not have to be trivial. You can take many approaches and may find that you are actually enjoying the process. ↓1DS

Talk About Personal Interests. Personal interests are usually great points to launch a conversation that is relaxed and interesting. Try this: ↓1DS

1. Talk about your favorite hobby. This is an easy way to help you relax since our hobbies bring up pleasant memories. ↓1DS
2. Food is always a safe topic that everyone enjoys. Chat about your favorite restaurant or your favorite exotic dish. ↓1DS

Ask Questions About Others. Obviously, you should avoid personal questions. Try not to ask anything you wouldn't want someone to ask you.

JUST LISTEN

Finally, don't be afraid to just listen. You don't have to talk all the time. Your coworkers will appreciate a supportive listener, and you might learn something in the process.

Report
34-8
Academic Report

Open the file for Report 34-7 and make the following changes:

- | | |
|---|---|
| <ol style="list-style-type: none">1. Change the byline to Faith Tolerencia.2. Add this paragraph at the end of the report: | <p>Maintain good eye contact, avoid distractions, and stay active by asking mental questions. Let the other person know that you're listening by body language and meaningful responses. You might be surprised at the support you receive in return.</p> |
|---|---|

Keyboarding Connection



Business E-Mail Style Guide

Even though e-mail is relatively informal, you need to be succinct and clear. Greet your reader with a formal "Dear . . .," or an informal "Hi . . ." and so on. Put the most important part of your message first. Watch the length of your paragraphs; four to five lines per paragraph won't put off your reader.

Use asterisks, caps, dashes, and so forth, for emphasis. Avoid unfamiliar abbreviations, slang, or jargon. Not everyone who receives your business e-mail may know a particular catchword or phrase. Proofread your e-mail. Be concerned about grammar, punctuation, and word choice. Use your e-mail's spell checker.

End your business e-mail politely. Expressions of appreciation (e.g., "Thanks") or goodwill (e.g., "Best wishes") let your reader know you are finishing your message.

Your Turn: In Lesson 25 you learned how to format and compose e-mail messages. Create an e-mail message to send to a coworker, colleague, or friend. Review the e-mail for adherence to the guidelines listed above.

More Rough-Draft Reports

35

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in composing sentences.
- Identify and apply more proofreaders' marks.
- Correctly format a rough-draft, multipage academic report.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet
number/symbol
easy

- 1 The five boxing wizards jumped quickly into the next round.
- 2 jjjoy@aol.com 66% (Ott & Poe) 5/8 Out! \$2.16 *et al. #73-490
- 3 Blanche may go with me to Yale to visit my son and his pal.

Take three 12-second timed writings on each line.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 The man with the rifle may signal us to take the sign down.
 - 5 The new city law may allow us to fish for cod on the docks.
 - 6 The old chapel at the end of the big lake has an odd shape.
 - 7 The old men may have a duel down by the lake at noon today.
-5.....10.....15.....20.....25.....30.....35.....40.....45.....50.....55.....60

C. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

Language Arts

Answer each question with a complete sentence.

D. COMPOSING SENTENCES

- 8 How much time do you spend each day reading and answering e-mail?
- 9 Which people do you correspond most often with in e-mail?
- 10 What kinds of errors do you find most often in e-mail?
- 11 Do you proofread your own e-mail messages before sending them?
- 12 What advice do you have for improving e-mail messages?

Formatting



R-14C: Proofreaders' Marks

A new paragraph may be formatted either by inserting a blank line before the paragraph in a single-spaced document or by indenting the first line 0.5 inch () in a double-spaced document.

E. MORE PROOFREADERS' MARKS

Review the most frequently used proofreaders' marks introduced in Lesson 33. Then study the additional proofreaders' marks presented here.

Proofreaders' Marks	Draft	Final copy
Double-space	first line second line	first line second line
Don't delete	a true story	a true story
Spell out	the only 1	the only one
Move right	Please send	Please send
Move left	May 1	May 1
Bold	Column Heading	Column Heading
Italic	Time magazine	<i>Time magazine</i>
Underline	Time magazine	<u>Time magazine</u>
Move as shown	readers will see	will see

F. WORD PROCESSING: CUT AND COPY; PASTE

Study Lesson 35 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Report
35-9
Academic Report

Document Processing

ENDING PROCRASTINATION

Steven Rice

Every one at one time or another has put of some task, goal or important plan at work for any number of reasons. perhaps you think time is too short or the task isn't really that important. Either way, procrastination can lead to a stalled life and career.

EVALUATE YOUR SITUATION

Joyce Winfrey of Time Management Incorporated has some very good advice that will help you to begin to move forward. She says that you should ask yourself very basic questions about why you are procrastinating:

2. 1. Is there a valid reason for my procrastination?

1. 2. Am I procrastinating because the task at hand is not really what I want?

(continued on next page)

After you have asked yourself these questions, look deep within yourself. If you are looking for excuses, then asking these questions will be a waste of time. However, honest answers will clarify your situation. Several techniques will help you get back on task.

PRACTICE NEW TECHNIQUES

Identifying and understanding the techniques that follow is the first step. Once you know what to do you can begin to practice these steps daily.

Take Baby Steps. Don't make any task bigger than it really is by looking at the whole thing at once. Break it down into babysteps that are manageable.

Dont Strive for Perfectionism. If you are waiting for the perfect solution or the perfect opportunity, you will be immobilized. Accept the fact that no one and nothing is perfect. Then accept your mistakes and move on.

Enjoy the Task. Enjoy the task at hand and find something in the task at hand that is positive and rewarding. Confront your fears with a plan of action.

Remind yourself of all these techniques daily. Post them by your telephone, your desk, or your car. You will find that your personal life and career will gain momentum, and success will soon be yours.

Report
35-10
Business Report



Block paragraphs in a business report.

Progress and Proofreading Check



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

TIPS FOR HELPING YOU PREPARE FOR YOUR EXAM

Betty Goldberg

June 8, 20--

in school you have taken many exams. Whether you are an excellent exam taker or a novice at the task, you have probably experienced a degree of stress related to your performance on an exam. There are some steps you can take to reduce the stress of taking an exam, and these suggestions will likely help you throughout your life.

PREPARING FOR THE EXAM

Of course, it's always easier to take an exam from an instructor whom you have had in previous classes, because you know what to expect.

(continued on next page)

¶ **Know What to Expect.** If you don't know what to expect, however, you need to prepare for all possibilities. Be sure that you review all pertinent materials for the exam—whether they come from classnotes, the textbook, field trips, or class room presentations.

¶ **Rely on Past Experience.** From past experience, you know whether the instructor likes to use objective ^{questions} or subjective questions, whether the instructor focuses on the textbook or on class notes, and the difficulty of the questions the instructor asks.

SURVIVING THE DAY BEFORE THE EXAM

¶ Be sure you know where and at what time the exam will be administered. Organize the materials you need to bring with you to the exam. You ^{may} need a computer, pencils, pens, a calculator, CDs, or paper. Try to get a good night's sleep the night before the exam.

Taking the Exam

¶ Now that the day of the exam has arrived, try this to ensure that you perform well:

1. Arrive at the test ^{site} ~~site~~ early so that you are ready to take the exam when the instructor announces the beginning time. That means ~~that~~ ^{you} you have to be sure to get up early enough to have a light breakfast before leaving for the exam.
2. Read the instructions provided very carefully on the exam to be sure you answer the questions correctly.
3. Keep track of time so that you don't get stuck and spend too much of your time on any one part of the exam.
- ⁴ Try to keep a positive attitude.

SS ¶ Relax as best you can. A relaxed performance is much more productive than a stressed performance.

Tables

LESSON 36

Boxed Tables

LESSON 37

Open Tables

LESSON 38

Open Tables With Column
Headings

LESSON 39

Ruled Tables With Number
Columns

LESSON 40

Formatting Review

1545	922	1465	942	615	430	692	3411	3084	5488	4962	3360	5406					
709	1141	951	127	204	430	692	3411	3084	5488	4962	3360	5406					
3793	6103	4023	6473	3212	5168	160	257	566	911	283	455	1725	2775	1393	2241	1962	3157

Boxed Tables

36

Goals

- Type at least 35wpm/3'/4e.
- Correctly use Word's table features to insert and resize a table.
- Correctly format a boxed table.

A. WARMUP

alphabet	1 Jack typed a requisition for long-sized white moving boxes.
concentration	2 interchangeableness paleoanthropologist extraterritoriality
easy	3 Bob owns a pair of ancient bicycles and a giant ivory bowl.

Skillbuilding

B. SUSTAINED PRACTICE: ROUGH DRAFT

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

4 The pattern of employment in our country is undergoing 11
5 some major changes. Companies are slowly paring down their 23
6 permanent staffs to just a core group of critical managers. 35

7 This trend promotes what is called an ^cacordion ^effect 11
8 in the workforce: ~~The~~ ability to expand and contract as the 23
9 time ^aand balance sheets ^gdictate. This provides flexibility. 35

10 All of these changes ~~would~~ ^{will} make it tough ^g for ~~all~~ ^{the} unions 11
11 to stay a float. They [#]donot possess satisfactory procedures 23
12 for organizing employ^ees. Unions are trying to adapt faster. 35

13 Such services as (elder or child) care, counseling, debt 11
14 managment, and even health care ^emaybe of [#]great ^{much} ^aasistance 23
15 to ^{workers} employees, but ^{firms} employers may ^gfind it difficult to offer them. 35

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 3-minute timed writings.



Goal: At least 35wpm/3'/4e

C. 3-MINUTE TIMED WRITING

16 Technology that tracks eye movements is used by Web 11
17 designers to judge how people interact with Web pages. It 22
18 must find out which zone of the page is viewed first, which 34
19 feature is viewed most often, and how quickly a page comes 46
20 to the screen. 49
21 Eye movements are tracked by use of hardware and data 60
22 analysis software. A camera is employed to find out the eye 72
23 movements of people who watch a screen. Pupil dilations and 84
24 scanning patterns of the eyes are measured to document the 96
25 amount of mental strain that has been exerted. 105

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. BASIC PARTS OF A TABLE

Tables have vertical columns (identified by a letter, such as Column A) and horizontal rows (identified by a number, such as Row 1). A table cell (identified by the column letter and row number, such as Cell A1) is created where a column and a row intersect. An illustration for a boxed table follows.

center page ↓
center horizontally

Row 1	<p>14 pt LUXURY CRUISES ON</p> <p>12 pt ALASKAN YACHT CHARTERS</p> <p>12 pt New Cruise Rates</p>					<p>2-line title</p> <p>2-line column heading</p>
Row 2	Duration	Restricted Rate	Agent Rate	Difference	Savings	
Row 3	8 hours	\$ 350	\$ 325	\$ 25	7.1%	
	3 days	925	855	70	7.6%	
	5 days	1,500	1,375	125	8.3%	
	7 days	2,100	1,900	200	9.5%	
	10 days	3,000	2,700	300	10.0%	
	14 days	4,200	3,750	450	10.7%	
	21 days	6,300	5,500	800	12.7%	
	Column A	Column B →				

TITLE. Merge cells in Row 1; center and type the title with a 14-point font, in all-caps and bold; if a subtitle is not used, insert 1 blank line after the title; single-space a 2-line title.
SUBTITLE. Center and type the subtitle on the line below the title, in upper- and lowercase bold letters; press ENTER 1 time to insert a blank line below the subtitle.
COLUMN HEADINGS. Center all column headings; press ENTER 1 time to split a 2-line column heading; bottom-align all column headings.
COLUMN ENTRIES. Left-align text column entries and right-align number column entries; capitalize only the first word and proper nouns; add spaces after a dollar sign to align with the widest column entry below (add 2 spaces for each digit and 1 space for each comma).



You will learn to center tables horizontally and vertically in Lesson 38.

E. TABLES

To format a table:

1. Use single spacing.
2. Insert a table with the desired number of columns and rows.
3. Format other parts of a table as indicated in the model document in Section D.
4. Capitalize only the first word and proper nouns in column entries.
5. Type all tables using standard table format.
6. Automatically adjust the column widths.
7. Spell-check, proofread, and preview your document for spelling and formatting errors.

F. WORD PROCESSING: TABLE—INSERT AND TABLE—AUTOFIT TO CONTENTS

Study Lesson 36 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



GO TO
Word Manual

Document Processing

Table 36-1

Boxed Table

Brenda Riggs	President	Clausen Hall
Cameron Smith	Dean	Roosevelt Hall
Jamie Summers	Chairperson	Strathern Hall

Table 36-2

Boxed Table

Bonnie Frank, Executive Editor	Trenton, New Jersey
Robert Gales, Associate Editor	Lincoln, Nebraska
Omar Quinlan, Contributing Writer	Jefferson City, Missouri
Elena Plummer, Art Director	Santa Fe, New Mexico

Table 36-3

Boxed Table

1. Open the file for Table 36-2.
2. Change the name and title in Cell A1 to Corinne Easton, Film Editor.
3. Change the city and state in Cell B2 to Albany, New York.
4. Change the name in Cell A3 to Blanca Puscani.
5. Change the title in Cell A4 to Special Effects Animator.

Table 36-4

Boxed Table

Angel Barcos	Storyboard Artist	Academy of Fine Arts
Maggie Lester	Art Director	Art Institute of California
Chang Jin Lee	Special Effects Animator	Digital Media Technologies
Anita Bergman	Visual Effects Artist	Video Game Design School

Open Tables

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in using apostrophes.
- Correctly use Word's table features to merge cells and remove borders.
- Correctly format an open table with a table heading block.

A. WARMUP

alphabet	1	Def may just bring very exciting news to the plaza quickly.
one hand	2	street unholy sad you stated monopoly seat pink treat unpin
easy	3	Hal bought an authentic bible of the gospels in the chapel.

Skillbuilding



B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
* singular noun

RULE
* plural noun

RULE
* pronoun

D. APOSTROPHES

Use 's to form the possessive of singular nouns.

The hurricane's force caused major damage to North Carolina's coastline.

Use only an apostrophe to form the possessive of plural nouns that end in s.

The investors' goals were outlined in the stockholders' report.

But: The investors outlined their goals in the report to the stockholders.

But: The women's and children's clothing was on sale.

Use 's to form the possessive of indefinite pronouns (such as *someone's* or *anybody's*); do not use an apostrophe with personal pronouns (such as *hers*, *his*, *its*, *ours*, *theirs*, and *yours*).

She could select anybody's paper for a sample.

It's time to put the file back into its cabinet.

Edit each sentence to correct any errors.

- 4 The womans purse was stolen as she held her childs hand.
- 5 If the book is yours, please return it to the library now.
- 6 The girls decided to send both parents donations to the school.
- 7 The childs toy was forgotten by his mothers good friend.
- 8 The universities presidents submitted the joint statement.
- 9 The four secretaries salaries were raised just like yours.
- 10 One boys presents were forgotten when he left the party.
- 11 If these blue notebooks are not ours, they must be theirs.
- 12 The plant was designed to recycle its own waste products.

Formatting

E. TABLE HEADING BLOCK

The table heading block is typed in Row 1 and includes the title and subtitle (if any). To format a table heading block:

1. Merge the cells in Row 1.
2. Inside Row 1, center and type the title in all-caps and bold, with a 14-point font.
3. Single-space a 2-line title.
4. If a subtitle is *not* used, insert 1 blank line after the title.
5. Center and type the subtitle (if any) 1 line below the title in upper- and lowercase bold letters.
6. Insert 1 blank line after any subtitle.

F. WORD PROCESSING: TABLE—MERGE CELLS AND TABLE—BORDER

Study Lesson 37 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Table
37-5
Open Table

Open tables are shown with "View Gridlines" active. Remove borders on all open tables.



L. 28: View Gridlines

Document Processing

14 pt CONTEMPORARY DESIGN'S NEWEST LOCATIONS ↓1x	
12 pt ↓ The Glen Town Center	Tallahassee, Florida
Highland Park Square	Evergreen Park, Illinois
Myrtle Beach Mall	Myrtle Beach, South Carolina
Greenway Mall	Atlanta, Georgia

Table
37-6

Open Table

' singular noun

' plural noun

**LOS ANGELES COUNTY'S
PREREGISTRATION SCHEDULE**
Regional Supervisors' Calendar

Artesia	Monday, February 14	11 a.m.
Stevenson Ranch	Monday, February 21	10 a.m.
San Gabriel	Monday, February 28	11 a.m.
Huntington Park	Monday, March 7	10 a.m.

Table
37-7

Open Table

' singular noun

' plural noun

**MAR VISTA REALTY'S
MILLION-DOLLAR AGENTS' LIST**
First-Quarter Data

James Kealing	Santa Clarita
Carol Pajaro	Malibu
Patricia Morelli	Woodland Hills
Jan McKay	Northridge
Daniel Aboud	San Luis Obispo

Strategies for Career Success



Turning Negative Messages Positive

Accentuate the positive. When communicating bad news (e.g., layoffs, product recalls, price increases, or personnel problems), find the positive.

People respond better to positive rather than negative language, and they are more likely to cooperate if treated fairly and with respect. Avoid insults, accusations, criticism, or words with negative connotations (e.g., *failed*, *delinquent*, or *bad*). You also should avoid humor, as it is often misinterpreted as callousness or disdain. Focus on what the reader can do rather than on what you won't or can't let the reader do. Instead of "You will not qualify unless . . .," state, "You will qualify if you are . . ." An example of finding the positive is "Due to budget cuts, we will not be having a holiday party. Instead, we are planning to give everyone an afternoon off around the end of the year."

Manage your audience's response by providing an explanation to support your decision and examples of how they might benefit. Analyze your audience, and decide whether to give the negative news at the beginning, middle, or end of your message. Regardless of your approach, always maintain goodwill.

Your Turn: Review some of your written documents, and observe if they have a positive tone.

Open Tables With Column Headings

38

Goals

- Type at least 35wpm/3'/4e.
- Correctly use Word's features to align table information and center a table horizontally and vertically.
- Correctly format an open table with column headings.

A. WARMUP

alphabet
practice: *r* and *e*
easy

- 1 Just be very quick when fixing the zip codes for your mail.
- 2 red Rex eerie Erie elder emery enter erred every refer rear
- 3 Kay may visit the big island in May when she is down there.

Skillbuilding

B. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

C. 3-MINUTE TIMED WRITING

Take two 3-minute timed writings.



Goal: At least
35wpm/3'/4e

4	Telecommuting is a word you may have heard before but	11
5	do not quite understand. Very simply, it means working at	23
6	home instead of driving in to work. Many people like the	34
7	convenience of working at home. They realize they can save	46
8	money on expenses like gas, food, or child care.	56
9	Most home office workers use a computer in their job.	67
10	When their work is done, they can just fax or e-mail it to	78
11	the office. If they must communicate with other workers,	90
12	they can use the phone, fax, or computer and never have to	102
13	leave their home.	105
	1 2 3 4 5 6 7 8 9 10 11 12	

Formatting

D. COLUMN HEADINGS

Column headings describe the information contained in the column entries below them. To format column headings:

- Center all column headings.
- Type the column headings in upper- and lowercase letters and bold.
- If any column heading requires 2 lines, press ENTER 1 time to create the 2-line column heading; then bottom-align all column headings in that row.

Do not insert a blank line before a single-line column heading.

center page ↓
center horizontally

TOP FIVE MANAGEMENT COMPANIES	
Capital Growth Funds ↓1X	
Metro Area Market ↓1X	
Atlanta, Georgia	Cedar Properties, Inc.
Charlotte, North Carolina	Kenco Realty Corporation
Norfolk, Virginia	The Westfall Group
New Orleans, Louisiana	Eden Pyramid Companies

(Note: Table shown with "View Gridlines" active.)

E. WORD PROCESSING: TABLE—ALIGN BOTTOM, TABLE—CENTER HORIZONTALLY, AND TABLE—CENTER PAGE

Study Lesson 38 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Document Processing

Table
38-8
Open Table

Center all
tables
horizontally
and vertically
from now on.

center page ↓

14 pt OFFICE SUPPLIES VENDOR LIST	
12 pt ↓ Pacific Print Works ↓1X	
Product Category ↓1X	
Binders	Executive Offices Unlimited
Calendars	Savings to You Inc.
File folders	Office Products Today
Business forms	Atlantic-Pacific Systems

Table
38-9

Open Table

COMMITTEE ASSIGNMENTS	
Academic Committee Assignments	Professor
Institutional Integrity	Anne McCarthy
Educational Programs	Bill Zimmerman
Student Services	John Yeh
Financial Resources	Steve Williams

Table
38-10

Open Table

1. Open the file for Table 38-8.
2. Change the subtitle to Office Supplies Max.
3. Change the four product categories in Column A to these:
Envelopes
Shredders
Hole punches
Sticky notes

Table
38-11

Open Table

AVAILABILITY OF CABLE SERVICES	
Type of Service	Available Currently
Life line	Scottsdale
Basic	Phoenix
Expanded	Glendale
Expanded (per channel)	Camelback city



Ruled Tables With Number Columns

39

Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in spelling.
- Correctly use Word's table features to align text and apply borders.
- Correctly format a ruled table with number columns.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 Six of the gunboats would be jeopardized by my quick moves.
- 2 en end den deny gene hen men lend menu pen ten oven yen Ben
- 3 The city panel may work on an amendment to audit the firms.



Skillbuilding

B. MAP+: SYMBOL

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:

If you made 2 or fewer errors on the Pretest, type each *individual line* 2 times.

Accuracy Emphasis:

If you made 3 or more errors, type each *group of lines* (as though it were a paragraph) 2 times.

C. PRETEST: Horizontal Reaches

4	The chief thinks the alarm was a decoy for the armed	11
5	agent who coyly dashed away. She was dazed as she dodged	22
6	a blue sedan. He lured her to the edge of the high bluff.	34
1 2 3 4 5 6 7 8 9 10 11 12		

D. PRACTICE: In Reaches

7	oy foyer loyal buoys enjoy decoy coyly royal cloy ploy toys
8	ar argue armed cared alarm cedar sugar radar area earn hear
9	lu lucid lunch lured bluff value blunt fluid luck lush blue

E. PRACTICE: Out Reaches

10	ge geese genes germs agent edges dodge hinge gear ages page
11	da daily dazed dance adapt sedan adage panda dash date soda
12	hi hints hiked hired chief think ethic aphid high ship chip

POSTTEST

Repeat the Pretest timed writing and compare performance.

F. POSTTEST: Horizontal Reaches

Language Arts

Type these frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

G. SPELLING

- 13 prior activities additional than faculty whether first with
14 subject material equipment receiving completed during basis
15 available please required decision established policy audit
16 section schedule installation insurance possible appreciate
17 benefits requirements business scheduled office immediately
- 18 We requierd the office to schedule all prior activities.
19 The business scheduled the instalation of the equipment.
20 The decision established the basis of the insurance policy.
21 Please audit any additionl material available to faculty.
22 If possible, they would appreciate recieving them soon.
23 Section requirements to receive benefits were completed.

Formatting

H. RULED TABLES WITH NUMBER COLUMNS

To format a ruled table with number columns:

1. Remove all table borders.
2. Apply borders to the top and bottom of Row 2 and to the bottom of the last row.
3. Center column headings, left-align text columns (or a mix of text and numbers), and right-align column entries with numbers that could be used in mathematical calculations.
4. Insert the dollar sign only before the amount in the first entry and before a total amount entry.



R-13B: Open Table
R-13C: Ruled Table

CLASS A SHARES		
American World Growth and Income Fund		
Investment	Offering Price	Dealer Commission
\$ 205,000	2.5%	\$ 4,100
500,000	2.0%	8,000
750,000	1.5%	9,000
1,000,000	0.5%	10,000

(Note: Table shown with "View Gridlines" active.)

3 spaces:
2 for each digit;
1 for each comma

2 spaces
for each digit

borders:
Row 2
last row—bottom

5. Align the dollar sign with the longest amount in the column, inserting spaces after the dollar sign as follows: allow 2 spaces for each digit and 1 space for each comma. In the first example, allow 2 spaces after the dollar sign. In the second, allow 3 spaces.

Examples:

\$ 5
75
15

\$ 375
2,150
49

6. If a table includes a total line, add a border above and below the total line. Use the word *Total* or *Totals* as appropriate, and add a percent or dollar sign if needed.

I. WORD PROCESSING: TABLE—ALIGN TEXT RIGHT AND TABLE—BORDERS, RULED



Study Lesson 39 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Table
39-12
Ruled Table



Highlighted words are spelling words from the language arts activities; do not highlight them when you type. This first ruled table is shown with "View Gridlines" active.

Table
39-13
Ruled Table

center page ↓
center horizontally

ACCOUNT SUMMARY		
Vanguard Faculty Insurance Policy ↓1x		
align bottom ↓ Account Balance	Current Period	Year-to-Date Totals
Fees	\$ 4.25	\$ 145.76
Highest available balance	98.16	5,326.48
Employer contributions	9.95	499.95
Completed transactions	25.43	39.76
Totals	\$137.79	\$6,011.95

HOLIDAY RESORT SUITES

Additional Rate Charges

Hotel	Rack Rate	Club Rate	3-Night Savings
Porter Ranch Inn	\$ 92.00	\$36.00	\$168.00
Jamaican Inn	119.00	59.50	178.50
Casitas Suites	120.00	60.00	180.00
The Desert Inn Resort	135.00	75.50	178.50
First Street Courtyard	150.00	75.00	225.00

Table
39-14
Ruled Table

ESTABLISHED FUNDING RESOURCES

<i>Fund</i>	<i>Current Year</i>	<i>Previous Year</i>
<i>Duncan Insurance</i>	16.3%	2.0%
<i>Strident Nova</i>	9.3%	3.5%
<i>First Value</i>	10.7%	12.1%
<i>Safeguard Policy</i>	11.1%	9.7%
<i>Vanguard Life</i>	8.5%	10.1%

Keyboarding Connection



Searching the Web

Online search engines seek out Web pages based upon text the user types into the search box. The best results occur when users keep their search simple and specific. To search for a phrase, sentence, name, or title, put quotation marks around it; this instructs the search engine that you want results that have all those words together. For example, a search for **red bicycle** without quotation marks results in pages that may have *red* and *bicycle*, but maybe not both together. Using "red Schwinn bicycle" will produce pages that use that exact phrase.

Your Turn: From your Web browser, open a Web search engine site. Type various searches in the entry box of the search engine, and start the search. Compare the results you get from different search engines.

Formatting Review

Goals

- Type at least 36wpm/3'/4e.
- Correctly format an academic report, a business letter in block style, and a ruled table with a variety of features.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet	1 Two joyful vixens squirted some milk upon the caged zebras.
number/symbol	2 edow@msn.com 38% Ely & May (6/9) Wow! \$4.12 *ibid. #573-012
easy	3 The ten hens and turkeys in the cornfields may lay low now.

Take three 12-second timed writings on each line.

Type each line 2 times. After striking the capitalized letter, return the **SHIFT KEY** finger immediately to home-row position.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 Bob owns a pair of old bikes and a new car he got from her.
 - 5 Keith must work with a tutor when he has need of more help.
 - 6 Nan may sign over the title to her car when she is in town.
 - 7 The firm did not sign a form that may name me to the panel.
- ... 5' ... 10' ... 15' ... 20' ... 25' ... 30' ... 35' ... 40' ... 45' ... 50' ... 55' ... 60

C. TECHNIQUE PRACTICE: SHIFT KEY

- 8 Andrew Bishop hid me from Cindy Dunn. Emma Ford owed money.
- 9 Gordon Harris and Irene Jenkins spied on Kelsey Lambertson.
- 10 Marie Nakamura asked Orlando Pena what Quentin Rice wanted.
- 11 Sid Tuy and Uri Vincent ate. Will Xiang and Yasir Zito won.

Take two 3-minute timed writings.



Goal: At least 36wpm/3'/4e

D. 3-MINUTE TIMED WRITING

12 Complaints by workers are often viewed as a negative 11
 13 force in a workplace. In fact, the complaints should be 22
 14 viewed as a chance to communicate with the employee and to 34
 15 improve morale. To ignore the complaint does not make it go 46
 16 away. If you just listen to complaints, you may help to 57
 17 solve small problems before they turn into bigger ones. 68
 18 Often workers expect a chance to be heard by a person 79
 19 who is willing to listen to them quite openly. That person 91
 20 must recognize that the employee has concerns that need 102
 21 to be addressed at this time. 108

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Document Processing

Report
40-11

Academic Report

RELATIONSHIPS AT WORK

Shannon Pacencia

Do you believe that as long as you get your work done at the end of the day, you have had a successful day on the job? If so, you are badly mistaken. Doing the work is only half the job. The other half is relating to and working with the people around you.

TAKE A TEAM APPROACH

Everything you do and every action you take affects those around you in a close working relationship. Operating as a team means thinking about others and taking actions that will help them reach their goals and achieve the goals of the company.

MAINTAIN A SPIRIT OF COOPERATION

When you work in a spirit of cooperation, those around you will reflect that spirit. Your job will be easier because you will minimize resistance.

VALIDATE THE OPINIONS OF OTHERS

You will find that this simple act of validation will go a long way in helping the spirit of your coworkers. Here are two simple ways to validate the opinions of others:

1. Take time to listen to the issues and accomplishments of those around you.
2. Reflect their opinions in your own words in a spirit of genuine interest.

There is a saying that states, "Your success is my success." Adopt this as your motto, and you will find a great deal of satisfaction at the end of each day.

Correspondence
40-20

Business Letter in
Block Style

1. Prepare an envelope for this letter; do not insert an inside address.

2. Add the envelope to the letter.

December 1, 20-- | Mrs. Janet Broers | 1291 ^{Obama} ~~Bahama~~ Court | Richmond KY 40475 |

Dear Mrs. Broers:

¶ Thank you for choosing Alliance Insurance of America. Open enrollment for your ~~medical~~ insurance plan is scheduled to begin the first day of January. I hope it was possible for you to review the materials you received last week. Selecting the right benefit plan for you and your family can be an over whelming task. To make ~~this~~ ^{your} decision a little easier, I have enclosed a brochure ~~with this letter~~ ^{that} summarizing ~~es~~ the key features of each policy.

¶ Please call me if I can help in any way. You might want to browse through our website at www.iaa.com for further details. ←

Sincerely, | Denise Montoya | Customer Support | urs | enclosures

Table
40-15

Ruled Table

**Progress and
Proofreading
Check**



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

PERSONAL ASSET ACCOUNTS

Albert Trevino

Account	Amount	Interest Rate
Interest Checking	\$ 972.55	3.10%
Money Market	4,500.35	4.90%
Smart Saver	3,250.76	5.07%
Certificate of Deposit	550.00	7.41%



Outcomes Assessment on Part 2

Test 2

3-Minute Timed
Writing

1 From the first day of class, you have continuously 10
2 worked to improve your typing skill. You have worked hard 22
3 to increase your typing speed and accuracy. You have also 34
4 learned to format letters, memos, reports, and tables. All 45
5 of this work is quite an amazing accomplishment. 55
6 In your lessons, you have worked on learning a wide 66
7 range of word processing skills. You can expect to make 77
8 even more progress if you will just practice your skills 88
9 often. Learn as much as you can each day. Ask questions, 100
10 and then move toward a new goal each day. 108

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Correspondence Test 2-21

Business Letter in
Block Style

1. Add an envelope to the document.
2. Omit the return address.

January 10, 20-- | Ms. Christine Beltran | World wide Temp Professionals | 1200
Interstate Park Drive | Montgomery, AL 36109 | Dear Ms. Beltran:

¶ Each year many of the students in the computer applications department work on
our campus and gain valuable experience on-the-job. This semester I have 3 students
who have developed very exceptional skills. I have enclosed a list of their names in
case you are interested in arranging any interviews. These students have all taken a
variety of classes within our department and have worked in other disciplines with
different supervisors. This exposure has given them valuable experience and insight
into the demands of the working world. I know that you will be impressed with their
backgrounds and experience.

¶ I will be calling you in the next few days so that we can discuss these students
and their qualifications in more detail.

Sincerely, | Michelle Betts | Chair person | urs | Enclosure

PROPER TECHNIQUE AT THE KEYBOARD

Alex Harrington

April 13, 20--

Appropriate technique at the keyboard is essential for productivity as well as for health reasons. Two essential elements of keyboarding technique are proper placement of the computer monitor and the keyboard.

MONITOR

The computer monitor should be positioned in line with the keyboard, centered on the user. Ideally, the monitor should be slightly below eye level for the most comfortable viewing and should be tilted slightly away from you, forcing you to look down slightly.

In general, position the monitor as far away as possible while still being able to read the text clearly. To position the monitor appropriately, sit back in the chair and extend your arm horizontally; your middle finger should touch the middle of the screen. This way, you won't need to make excessive head movements to see the viewing area of the screen.

Monitors and Document Holders. To minimize head movement, place the document holder at the same height and distance as the monitor and at the same angle as the monitor, tilted slightly upward. Place the document holder next to the monitor opposite the mouse.

Monitors and Laptop Computers. Despite their convenience of use, laptop computers are not ergonomic because you cannot adjust the screen and keyboard independently for the most comfort. If you do a lot of typing on a laptop, consider purchasing an external monitor or an external keyboard to avoid straining yourself.

KEYBOARD

The keyboard should be in a straight line between your body and the monitor. There is no research showing that ergonomic (split) keyboards are superior to traditional keyboards; therefore, using an ergonomic keyboard design is an individual preference.

UNIVERSITY PHONE SERVICES

Current Rates

Category	One-Time Charge	Proposed Increase
Caller ID	\$ 5	\$ 1
Caller ID block	5	1
Analog line	35	5
Extension	26	10

Correspondence, Reports, and Employment Documents

3 PART

Keyboarding in Education Careers

The education field has many career opportunities, including positions such as instructor, counselor, instructor assistant, administrator, media specialist, and curriculum specialist. Although two of three workers in educational services have professional and related occupations, the education field employs many administrative support, managerial, and service workers.

Instructor assistants provide support for classroom instructors in many ways, allowing instructors more time for lesson planning and actual teaching. Instructor assistants also grade assignments and tests, check homework, keep attendance records, and perform typing, data entry, and filing. Office administration staff perform similar functions for the heads of departments in colleges and

universities and for the principals and education boards of elementary and secondary schools.

The use of computer technology in the educational setting is constantly growing. Proficiency with a computer, including keyboarding and formatting skills, is essential for success in the field. The use of the Internet in classrooms has expanded significantly, by helping instructors and students to communicate with each other, as well as to perform research for class assignments. Online learning is growing as well. Increasing numbers of higher education institutions use Internet-based technology to post lessons and coursework electronically, as well as to communicate with students. The *Gregg College Keyboarding & Document Processing* textbook and software are good examples of this development.

Goals

Keyboarding

- Type at least 40 words per minute on a 5-minute timed writing with no more than 5 errors.

Language Arts

- Demonstrate acceptable proofreading skills, including using proofreaders' marks.
- Demonstrate acceptable language arts skills in punctuation and grammar.
- Demonstrate acceptable language arts skills in composing and spelling.

Word Processing

- Use appropriate word processing commands to complete document processing activities successfully.

Document Processing

- Correctly format business and academic reports, business letters and personal-business letters, memos, e-mail, and resumes.

Objective Test

- Answer questions with acceptable accuracy on an objective test.

Correspondence

LESSON 41

Personal Titles and Complimentary Closings in Letters

LESSON 42

Personal-Business Letters

LESSON 43

Memos and E-Mail With Lists

LESSON 44

Letters With Indented Displays and Copy Notations and E-Mail With Copies

LESSON 45

Letters in Modified-Block Style



Personal Titles and Complimentary Closings in Letters

UNIT 9

LESSON

41

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in using quotation marks and italics (or underline).
- Correctly format a personal title in correspondence.
- Correctly format a complimentary closing in correspondence.

A. WARMUP

alphabet
concentration
easy

- 1 We have quickly spotted four women dozing in that jury box.
- 2 oversimplifications nonrepresentational professionalization
- 3 The town may pay my neighbor for the work she did for them.

Skillbuilding



B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
" direct quotation

RULE
" title

RULE
title or title

RULE
, direct quotation

D. QUOTATION MARKS AND ITALICS (OR UNDERLINE)

Use quotation marks around a direct quotation.

Harrison responded by saying, "Their decision does not affect us."

But: Harrison responded by saying that their decision does not affect us.

Use quotation marks around the title of a newspaper or magazine article, chapter in a book, report, and similar terms.

The most helpful article I found was "Multimedia for All."

Italicize (or underline) the titles of books, magazines, newspapers, and other complete published works.

Grisham's *The Brethren* was reviewed in a recent *USA Today* article.

Use a comma before and after a direct quotation.

James said, "I shall return," and then left.

Edit each sentence to correct any errors.

- 4 The newspaper ad in the March 1 "Tribune" was very
- 5 effective.
- 6 The Power of e-Commerce is an excellent chapter.
- 7 Maria answered the question by saying, "I agree."
- 8 Her title for the report was "The Internet in Action."
- 9 The magazine cover for "Newsweek" last month was excellent.
- 10 Karen interrupted by saying, That's exactly right!
- 11 The realtor replied "The first thing to consider is
- 12 location."
- 13 "The margin of error is very small" said Andy.

Formatting

E. PERSONAL TITLES IN LETTERS



Standard punctuation refers to the use of a colon after the salutation and a comma after the complimentary closing.

Inside Addresses

Always use a courtesy title before a person's name in the inside address of a letter; for example, *Mr.*, *Mrs.*, or *Dr.*

Type a person's title on the same line with the name (separated by a comma), if the title is short, or on the line below. The title and business name may be typed on the same line (separated by a comma) if they are both short.

Personal Titles in Inside Addresses

Mr. James R. Yamamoto, Manager
National Security Systems

Mrs. Marilyn Broquette
Executive Director
Perimeter Hospital

Dr. Raymond Bishop
Manager, Velletti Oil Co.

Salutations

When possible, use a person's name in the salutation. The correct form for the salutation is the courtesy title and the last name. If you do not know the name of the other person, use a job title or *Ladies and Gentlemen*. A colon is used after the salutation in standard punctuation.

Dear Ms. Winston:

Dear Dr. Hamner:

Dear Mr. Sparanta:

Dear Sales Manager:

Ladies and Gentlemen:

F. COMPLIMENTARY CLOSINGS IN LETTERS

Every letter should end with a complimentary closing. Some frequently used complimentary closings are *Sincerely*, *Sincerely yours*, *Yours truly*, *Cordially*, and *Respectfully yours*.

In the closing lines, do not use a courtesy title before a man's name. If a woman wants to use her personal title, she may include it in parentheses in her handwritten signature or without parentheses in her typed signature (but not in both). A comma is used after the complimentary closing in standard punctuation.

Closing Lines

Sincerely yours,
Linda Humphries

Linda Humphries
Account Manager

Yours truly,
Juliet McCoy
Ms. Juliet McCoy
Marketing Director

Cordially,
Chris S. VanVliet
Chris S. VanVliet
Regional Supervisor

Document Processing

Correspondence 41-22

Business Letter in
Block Style

title

" direct quotation

January 10, 20-- | Mrs. Gwen Hanover | 4034 Kennedy Lane | Mount Vernon, WA 98274-2340 | Dear Mrs. Hanover:

¶ You are one of several prospective buyers of a SunCity townhouse, and we thank you for the interest you have shown in our development project. The SunCity model received three national awards last month, and these awards were announced in the *SunCity Register* last week.

¶ I am enclosing a brochure that illustrates all six of our model townhouses. The specific square footage for each townhouse is included in this brochure, with details on room size, electrical outlets, and cable access points. Our builder said, "I will give a bonus for the first ten customers who purchase a townhouse," and he plans to follow through with his offer. The bonus is a free cable subscription for your first year of residency.

¶ Thank you, Mrs. Hanover, for the opportunity to work with you these past few days. If you have any questions, please let us know.

Sincerely, | Mrs. Kathryn Bennett | Sales Director | **urs** | Enclosure

Correspondence 41-23

Business Letter in
Block Style

title

" direct quotation

May 20, 20-- | Mr. Winston A. Kahn | 1800 East Hollywood Avenue | Salt Lake City, UT 84108 | Dear Mr. Kahn:

¶ This past week we heard from many of our readers who enjoyed your rebuttal to our editorial in the *Utah Times* about the proposed airport site in Provo, Utah. Actually, you are 1 of over 30 listeners who indicated your desire for us to air your rebuttal.

¶ Of the more than 100 request letters for equal time, we selected yours because you touched on most of the relevant points of this topic. We especially liked your comment in which you said, "The airport site would be better situated in the heavily populated north side."

¶ We will contact you further about taping your rebuttal on June 4. Please read the enclosed disclaimer that we would like you to sign before airing the rebuttal.

Yours truly, | Sandra L. Green | General Manager | **urs** | Enclosure

Personal-Business Letters

42

Goals

- Type at least 36wpm/3'/3e.
- Correctly format a personal-business letter.

A. WARMUP

- | | | | |
|----------|---|---|--|
| alphabet | 1 | Six crazy kings vowed to abolish my quite pitiful projects. | |
| one hand | 2 | secret hominy dew hip beasts nonunion edge monk staff nylon | |
| easy | 3 | The chairman may risk an amendment for the downtown island. | |

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Skillbuilding

B. SUSTAINED PRACTICE: SYLLABIC INTENSITY

4	Taking care of aging parents is not a new trend. This	11
5	issue has arisen more and more, since we are now living	22
6	longer. Companies are now trying to help out in many ways.	34

7	Help may come in many ways, ranging from financial aid	11
8	to sponsoring hospice or in-home respite care. Workers may	23
9	find it difficult to work and care for aging parents.	34

10	Why are employers so interested in elder care? Rising	11
11	interest is the result of a combination of several things.	23
12	The most notable is a marked increase in life expectancy.	34

13	Another trend is the increased participation of women,	11
14	the primary caregivers, in the workforce. Businesses are	23
15	recognizing that work and family life are intertwined.	33

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 3-minute timed writings.



Goal: At least
36wpm/3'/3e

C. 3-MINUTE TIMED WRITING

16 The size of their first paycheck after they finish 10
17 college seems quite high to a few young men and women. They 22
18 rent a place to live that is just too much to pay, or they 34
19 may buy a car with a huge monthly payment. For some, it 45
20 takes a while to learn that there are other items in the 57
21 monthly budget. 60
22 Some other budget items are food, student loans, car 71
23 insurance, rental insurance, credit card debts, health 82
24 insurance, utilities, and miscellaneous expenses. A good 93
25 goal is to put a regular amount from each paycheck into a 105
26 savings account. 108

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. PERSONAL-BUSINESS LETTERS

Personal-business letters are prepared by individuals to conduct their personal business. To format a personal-business letter:

1. Type the letter on plain paper or personal stationery, not letterhead.
2. Include the writer's return address in the letter directly below the writer's name in the closing lines.
3. Since the writer of the letter usually types the letter, do not use reference initials.
4. Spell-check, proofread, and preview your document for spelling and formatting errors.

Document Processing

Correspondence

42-24

Personal-Business Letter
in Block Style

↓5X

October 1, 20-- ↓4X

Ms. Ruth Lee, Director
City Parks and Recreation Department
7034 Renwick Avenue
Syracuse, NY 13210-0475 ↓2X

Dear Ms. Lee: ↓2X

(continued on next page)

Thank you for the excellent manner in which your department accommodated our family last summer. About 120 Killians attended the reunion at Rosedale Park on August 21. Jeffrey Sparks said that Building 5 was an excellent facility for us to use for the reunion. ↓2X

As many of the Killian family pointed out to me, "We are not likely to find a facility as nice as Rosedale Park for holding our reunion." I would like to again request that Building 5 be reserved for our next year's family reunion on August 20. A confirmation of the date from your office will be appreciated. ↓2X

Sincerely, ↓4X

Jerry Killian
2410 Farnham Road
Syracuse, NY 13219

Correspondence
42-25
Personal-Business Letter
in Block Style

Italicize (but do not underline) the title of the magazine.

July 13, 20-- / Mr. Alan R. Diaz, Administrator /
Glencrest Nursing Home / 2807 Crossgate Circle /
Lawrence, KS 66047 / Dear Mr. Diaz:

¶ Thanks to you and dozens of other people, the fall crafts sale at Glencrest was highly successful. I am very appreciative of the ways in which you helped. The highlights of the sale are going to be displayed in next Monday's issue of Glencrest Crafts.

¶ I particularly wish to thank you for transporting the display tables and chairs to Glencrest and back to the community center. Many people from the community center attended the sale and commented about how nice it was of you and your staff to support such an activity.

¶ Please accept my special thanks to you and your staff for supporting the many activities that benefit all Glencrest residents.

Sincerely, / Charles C. Brewster / 482 22d Street East /
Lawrence, KS 66049

June 4, 20-- | Mr. Randall Mitchell | 5270 Rosecrans Avenue | Topeka, KS 67284 |

Dear Mr. Mitchell:

¶ Your presentation at the Sand Hills Country Club, "Steps for Successful Employment," was one of the most enjoyable our members have observed. I especially enjoyed the question-and-answer session at the conclusion of your wonderful presentation, and I received many favorable comments from other attendees as well.

¶ Our professor has suggested that we take the information you gave us and prepare a website that focuses on the points you mentioned in your speech. That way, many of our classmates can take advantage of your excellent advice when preparing for their 1st search job. We have also found several other sources to use on the world wide web that we plan to include in our Web site that will be posted by the 10th of next month.

¶ This has been a very interesting assignment, thanks to the excellent information you provided. The project has given other students an incentive to construct their own Web sites pertaining to job searches and interviewing techniques.

¶ Again, thank you for all your excellent ideas.

Sincerely, | James Fetter | 3421 Carlisle Avenue | Topeka, KS 67209

Strategies for Career Success



Nonverbal Communication

"It's not what he said, but how he said it." More than 90 percent of your spoken message contains nonverbal communication that expresses your feelings and desires. People respond to this nonverbal language.

Posture can convey your mood. For example, leaning toward a speaker indicates interest. Leaning backward suggests dislike or indifference. Your handshake, an important nonverbal communicator, should be firm but not overpowering.

Your head position provides many nonverbal signals. A lowered head usually expresses shyness or withdrawal. An upright head conveys confidence and interest. A tilted head signifies curiosity or suspicion. Nodding your head shows positive feeling, while left-right head shakes signify negative feeling. Your face strongly expresses your emotions. Narrow, squinting eyes signify caution, reflection, or uncertainty. Wide-open eyes convey interest and attention.

Your Turn: Turn off the sound on a television program. How much of the plot can you understand just from the nonverbal communication signals?

Memos and E-Mail With Lists

43

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable proofreading skills by comparing lines of copy.
- Correctly format a list in correspondence.

A. WARMUP

alphabet
practice: v and b
easy

- 1 Joann packed my boxes with those five dozen jugs of liquor.
- 2 verb Bev bevel bevy above livable vibe bovine brave visible
- 3 She or I may pay for the Bible if we go to the busy chapel.

Skillbuilding

B. MAP+: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

C. PRETEST: Vertical Reaches

4 Kim knew that her skills at the keyboard made her a 11
5 top rival for that job. About six persons had seen her race 23
6 home to see if the mail showed the company was aware of it. 34
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

D. PRACTICE: Up Reaches

7 se seven reset seams sedan loses eases serve used seed dose
8 ki skids kings kinks skill kitty kites kilts kind kids kick
9 rd board horde wards sword award beard third cord hard lard

E. PRACTICE: Down Reaches

10 ac races pacer backs ached acute laced facts each acre lace
11 kn knave knack knife knows knoll knots knelt knew knee knit
12 ab about abide label above abode sable abbey drab able cabs

POSTTEST

Repeat the Pretest timed writing and compare performance.

Compare these lines with lines 4–7 on page 164. Edit the lines to correct any errors.

F. POSTTEST: Vertical Reaches

Language Arts

G. PROOFREADING

- 13 The eighty old books are to be thrown into the field today.
- 14 Alan may not take a part both of the toys out on the lanai.
- 15 Due to the big quake, our city may start to move all autos.
- 16 Glenn can take apart the old robot when he comes into town.

Formatting

H. CORRESPONDENCE WITH LISTS

Numbers or bullets may be used in correspondence to call attention to items in a list and to increase readability. If the sequence of the items is important, use numbers rather than bullets.

To format lists in correspondence:

1. Press ENTER 2 times to insert 1 blank line before the list.
2. Type the list using Word's default format.
3. Use single spacing between lines in the list.
4. Insert 1 blank line below the list.
5. Spell-check, proofread, and preview your document for spelling and formatting errors.

Document Processing

Correspondence
43-27
Memo

↓5X →tab
MEMO TO: Members of the Convention Committee ↓2X
FROM: Alfred A. Long, Convention Director
DATE: September 8, 20--
SUBJECT: Convention Locations ↓2X

As you know, this year's convention will meet in Kansas City, Missouri. It is the Executive Board's decision to rotate the convention site to each of the districts in our region. Our next three conventions will be held in the following locations: ↓2X

- Oklahoma City, Oklahoma
- Omaha, Nebraska
- Minneapolis, Minnesota ↓2X

(continued on next page)

In May the Board will travel to Oklahoma City to visit the location of our next convention site. When we return, we will draft our convention site proposal for you. [↓2X](#)

urs

Correspondence
43-28
Memo

MEMO TO: Marian Dalton | **FROM:** Phyllis Schulte | **DATE:** April 9, 20-- | **SUBJECT:** Program Descriptions

¶ As you requested, I have contacted the speakers for our afternoon session discussions. All three speakers have sent me a brief description of their sessions, and they are listed in the order of presentation as follows:

1. Salon A. This session will discuss the economic growth of Pacific Rim nations.
2. Salon B. This session will present the impact of the World Wide Web on marketing strategies.
3. Salon C. This session will discuss the dynamics of econometrics.

¶ By next Monday I will send you an introduction for each speaker.

urs

Correspondence
43-29
E-Mail Message

Marian,

¶ As I indicated to you last week, I am sending you information on our three speakers' presentation titles for the Economic Seminar we have scheduled for October 20. Their presentation titles are as follows:

- Ms. Marcia Cantrell is vice president of economic forecasting for Business Trends Inc. She will be addressing the group in Salon A on the topic of "The Economic Growth of Pacific Rim Nations."
- Mr. Leonard Sanchez is marketing director for Superior Industries. He will be presenting in Salon B on the topic of "The Impact of the World Wide Web on Marketing Strategies."
- Dr. Adrian Guzman is CEO of Global Economic Research. His presentation will be held in Salon C. The title of his speech is "Dynamic Econometrics."

¶ I will send you each speaker's resume next week so that you can prepare suitable introductions for their sessions.

Phyllis Schulte | E-mail: pschulte@quickmail.com | Phone: 701-555-4832



Letters With Indented Displays and Copy Notations and E-Mail With Copies

UNIT 9

LESSON

44

Goals

- Type at least 37wpm/3'/3e.
- Correctly format a letter with a copy notation and e-mail with copies.
- Correctly format correspondence with an indented display.

A. WARMUP

alphabet	1	Five bright vixens jumped while dozing fowl quacked loudly.
frequent digraphs	2	at ate bat cat eat tat fat hat mat oat pat rat sat vat beat
easy	3	It is a shame she works such chaotic anthems into her urns.

Skillbuilding

B. PROGRESSIVE PRACTICE: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking speed.

C. TECHNIQUE PRACTICE: BACKSPACE KEY

4 saw-y are-k mud-m aid-l her-n air-m hot-p box-y sot-y
5 keg-y spa-y ill-k mob-m tag-m tow-y ski-y age-o par-n
6 dad-m pat-y and-y rut-n rat-p zag-p cue-p dab-y big-n
7 via-m who-y flu-y gee-l cab-n bar-n was-y sue-m bog-o

D. 3-MINUTE TIMED WRITING

8 Each business should have its code of ethics. A code 11
9 contains rules of conduct and moral guidelines that serve 22
10 the company and its employees. Some general ethics that may 34
11 be recognized in the code are equal and fair treatment, 46
12 truth, and zeal on the job. 51
13 Companies may include a few rules in the code that 62
14 relate to their type of work. For example, if some laws 73
15 govern how they conduct business, an owner just might ask 85
16 employees to conduct all activities in a just and lawful 96
17 process. The code of business ethics should be equal for 107
18 all these workers. 111

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Type each line 2 times, using your Sem finger to strike the BACKSPACE key.



The ← symbol means to backspace. For example, type saw, backspace, and type y, thus changing saw to say.

Take two 3-minute timed writings.



Goal: At least 37wpm/3'/3e

Formatting

E. LETTERS WITH COPY NOTATIONS

At times you may need to send a copy of your correspondence to people other than the addressee of the original document. A copy notation is included to indicate that someone else besides the addressee is receiving a copy.

To format a letter or memo with a copy notation:

1. Type the copy notation on the line below the reference initials or below the attachment or enclosure notation.
2. At the left margin, type a lowercase *c* followed by a colon.
3. Press the SPACE BAR 1 time, and type the name of the person receiving the copy.
4. If more than one person is receiving a copy, type the names on one line separated by a comma and space between each name.
5. Spell-check, proofread, and preview your document for spelling and formatting errors.



F. E-MAIL WITH COPIES

Use the copy feature in your e-mail software when you wish to send the e-mail message to additional addressees.

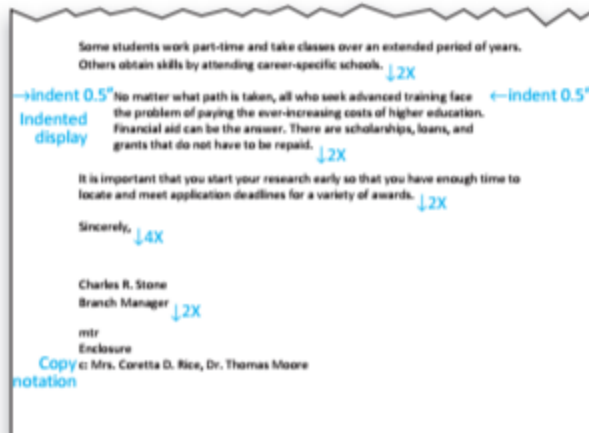
To format an e-mail message with a copy:

- Format the e-mail message as usual.
- No special formatting steps are needed when a copy is sent. Therefore, do not type a copy notation at the bottom of the e-mail message.
- Type e-mail addresses for recipients as desired in the Cc box.

G. INDENTED DISPLAYS

To set off a quoted paragraph that has 4 or more lines of text or to emphasize a paragraph, format it as an indented display. To format a paragraph as an indented display:

- Insert 1 blank line before and after the indented display.
- Type the paragraph single-spaced and indented 0.5 inch from both the left and right margins (instead of enclosing it in quotation marks).
- Use the indent command in Word to format a displayed paragraph.
- Spell-check, proofread, and preview your document for spelling and formatting errors.



H. WORD PROCESSING: INDENTATION AND E-MAIL—COPIES



Study Lesson 44 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Correspondence
44-30
Business Letter in
Block Style

Format this paragraph
as an indented display.

May 11, 20-- | Mr. James Becker | 783 Wellcourt Lane | Mount Vernon, WA
98273-4156 | Dear Mr. Becker:

¶ Marvin Sirinek has informed me that you have a question pertaining to the maintenance proposal that was submitted by the directors and approved by management at the April board meeting. Specifically, your concern focused on the following segment from that proposal:

All maintenance proposals are subject to review within a reasonable timeframe, as initially defined in the RFP. Therefore, it is strongly recommended that no company representative sign a contract with the designated provider until the deadline to receive objections expires and all protests have been settled.

¶ To clarify any future misunderstandings with the interpretation of this paragraph, it should be recognized that all parties may object to any portion of the RFP for a period not to exceed 30 days from the date the RFP was officially signed by all parties.
Sincerely, | Susan Booth | Director of Maintenance | urs | c: Marvin Sirinek

Correspondence
44-31
E-Mail Message

Sarah,

¶ Thank you for your article on "The Essentials for Computer Security." As you asked, I have reviewed the article and have the following suggestions for adding some additional points to those you mentioned:

1. Never leave your computer unattended.
2. Don't lock your computer in your car where it can be seen.
3. Consider investing in a cable lock system to secure your computer to your workstation.

¶ You have some excellent suggestions in your article. I am copying my assistant editor, Alan Kramer, so that he can provide any additional suggestions.

Kevin | Kevin R. Stone | E-mail: kstone@quickmail.com | Phone: 701-555-8039

Letters in Modified-Block Style

45

Goals

- Demonstrate improved speed and accuracy when typing by touch.
- Demonstrate acceptable language arts skills in composing.
- Correctly format a letter in modified-block style.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet
number/symbol
easy

- 1 A Jack in the Box quickly varied its menu with fudge pizza.
- 2 coy20@cox.net 70% Hsu & Van 5/7 Win! (\$4.93) *op. cit #16-8
- 3 Andy will use eight hand signals if he is able to see them.

Take three 12-second timed writings on each line.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 The eight old books are to be thrown into the fields today.
 - 5 Alan may then take apart both of the toys out on the lanai.
 - 6 Due to the big quake, the city may start to move all autos.
 - 7 Glen may take apart the old robots when he comes into town.
-5'.....10'.....15'.....20'.....25'.....30'.....35'.....40'.....45'.....50'.....55'.....60

C. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

Language Arts

Answer each question with a complete sentence.

D. COMPOSING SENTENCES


- 8 What are your best traits that you will bring to your job when you graduate?
- 9 Would you rather work for a large or a small company?
- 10 How much money do you expect to earn on your first job?
- 11 Would you like your first job to be in a small town or a large city?
- 12 What do you see yourself doing in ten years?

Formatting

E. MODIFIED-BLOCK STYLE LETTERS

Modified-block style is a commonly used format for business letters. The date, the complimentary closing, and the writer's identification line(s) begin at the horizontal centerpoint for each of these lines. **Note:** These lines are *not* centered horizontally.

1. Set a left tab at the centerpoint (at 3.25 inches).
2. Press ENTER 5 times to begin the letter 2 inches from the top of the page.
3. Press TAB 1 time to move to the centerpoint; then type the date of the letter.
4. Press ENTER 4 times; then type the inside address at the left margin.
5. Press ENTER 2 times; then type the salutation at the left margin, and press ENTER 2 times again.
6. Type the paragraphs blocked at the left margin; press ENTER 2 times after all paragraphs.
7. After typing the final paragraph, press ENTER 2 times; then press TAB 1 time to move to the centerpoint.
8. Type the complimentary closing; then press ENTER 4 times.
9. Press TAB 1 time to move to the centerpoint; then type the writer's identification. If the writer's identification is to be typed on 2 lines, press ENTER and TAB 1 time again for any additional line.
10. Press ENTER 2 times; then type the reference initials and remaining letter parts at the left margin.
11. Spell-check, proofread, and preview your document for spelling and formatting errors.



Insurance Alliance of America
3457 Platefield Avenue
Highland Park, NJ 08504
<http://www.iaa.org>

→tab 3.25" (centerpoint) ↓5X December 1, 20-- ↓4X

Mrs. Yvonne Spilloto
105 Northfield Avenue
Edison, NJ 08837 ↓2X

Dear Mrs. Spilloto: ↓2X

Thank you for choosing Insurance Alliance of America. Open enrollment for your medical insurance plan is scheduled to begin the first day of January. I hope it was possible for you to review the materials you received last week. ↓2X

Selecting the right benefit plan for you and your family can be an overwhelming task. To make your decision a little easier, I have enclosed a brochure that summarizes the key features of each policy.

You might want to browse through our Web site at www.iaa.com for further details. Please call me if I can help in any way. ↓2X

→tab 3.25" (centerpoint) Sincerely, ↓4X
Denise Broers

Denise Broers
Customer Support ↓2X

nl
Enclosure
c: Human Resources Department



F. WORD PROCESSING: TAB SET—RULER TABS

Study Lesson 45 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Correspondence 45-32

Business Letter in
Modified-Block Style

October 28, 20-- | Mr. and Mrs. Jacob Fang | 2308 Hannegan Road | Bellingham, WA 98226 | Dear Mr. and Mrs. Fang:

¶ We are pleased that you are interested in a Jennings home. Ollie Lucas, the agent who showed you the lot on Garfield Street, has referred your unanswered questions to me.

¶ Typically, 20 percent of the selling price is required as a down payment, but some of the lending agencies with which we work require a smaller down payment depending on your financial liquidity. Jennings Homes is not itself involved in home financing, but we work with several financial institutions in the Bellingham area. I encourage you to call on any of those included in the enclosed list to arrange for your financing needs.

¶ Yes, the Garfield lot can accommodate a full basement. If you prefer to add a basement to your new home, please let Mr. Lucas know of your intentions. We hope to hear from you soon so that we can start landscaping the lot to your satisfaction. Sincerely, | Gayle R. Sloan | Sales Director | **urs** | Enclosure | c: Loan Processing Dept.

Correspondence 45-33

Business Letter in
Modified-Block Style

December 8, 20-- | Mr. Darryl Ward, Sales Manager
| Bachmann's Nursery and Landscaping | 6823 Oneta
Avenue | Youngstown, OH 44500-2175 | Dear Mr. Ward:

¶ As you requested on the telephone, I am providing the following list of events relating to the trees I purchased from your nursery:

1. On May 4, I purchased at your nursery in Salem four silver maples for the atrium outside our Salem office. We also purchased four Yoshino cherry trees at your branch in Canton the next day.
2. After about six months, one of the silver maples and one cherry tree had died. I phoned both the Salem and Canton branches the week of November 15, but no one returned my calls.
3. On November 20, I phoned your nursery in Salem in an attempt to have these trees replaced. Again, no one responded to my call.

(continued on next page)

¶ As these trees are under warranty for one year from the date of purchase, I expect that you will replace them at no charge. I look forward to hearing from you as to when the trees will be replaced.

Sincerely, / Roger Blalock / Grounds Manager / urs

**Correspondence
45-34**

Business Letter in
Modified-Block Style

**Progress and
Proofreading
Check**



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

December 21, 20-- | Mr. Roger Blalock | 4782 Saranac Avenue | Youngstown, OH 44505-6207 | Dear Mr. Blalock:

¶ As you requested in your December 8 letter, we will replace your trees without cost to you. The replacement trees will match the others you purchased in both size and color. I am enclosing a warranty for these new trees so that you can feel confident that we stand behind our product.

¶ We cannot predict the survival rate for any tree; however, for those that do not survive for a reasonable lifespan, we stand behind our warranty and replace those that expire during the first year they are planted.

¶ The communication breakdown that you experienced with our branch offices should not have occurred. We will take steps to ensure that this will not happen again. You can be confident that the appearance of your atrium will be restored. Thank you for shopping at Bachmann's.

Sincerely, | Mrs. Alice G. Schmidt | Co-owner | urs | Enclosure | c: Mr. Darryl Ward

Keyboarding Connection



Inedible Cookies

Is that cookie good for you? A cookie is a short text entry stored on your computer that identifies your preferences to the server of the Web site you are viewing.

Certain Web sites use cookies to customize pages for return visitors. Only the information you provide or the selections you make while visiting a Web site are stored in a cookie. You can control how your browser uses cookies.

Use the Help feature in your browser to find out how to control cookies. Try using the keywords "cookie" or "security" when you search the Help index. You will probably find some great tips on how to increase security when working on the Internet.

Your Turn: Access your browser's cookie policy defaults. Decide if you want to change them.

Reports

LESSON 46

Left-Bound Business Reports With Indented Displays and Footnotes

LESSON 47

Reports in APA Style

LESSON 48

Reports in MLA Style

LESSON 49

Report Citations

LESSON 50

Preliminary Report Pages



Left-Bound Business Reports With Indented Displays and Footnotes

UNIT 10

LESSON

46

Goals

- Type at least 37wpm/3'/3e.
- Correctly use Word's margin and footnote features.
- Correctly format a left-bound business report with a long quotation and footnotes.

A. WARMUP

alphabet
concentration
easy

- 1 At the zoo a roving ox was quickly fed a tasty jumping bug.
- 2 straightforwardness uncommunicativeness departmentalization
- 3 A pair of cozy socks or a cup of cocoa may fix me right up.

Skillbuilding

B. SUSTAINED PRACTICE: NUMBERS AND SYMBOLS

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

4 The proposed road improvement program was approved by 10
5 the county commissioners at their last meeting. There were 23
6 about ten citizens who spoke on behalf of the project. 34

7 The plan calls for blacktopping a 14-mile stretch on 11
8 County Road 42356. This is the road that is commonly called 23
9 the "roller coaster" because of all the curves and hills. 34

10 There will be 116 miles blacktopped by J & J. Bros. 10
11 (commonly referred to as the Jeremy Brothers*). J & J's 22
12 office is at 1798 30th Avenue past the 22d Street bridge. 33

13 Minor road repair costs range from \$10,784 to a high 11
14 of \$163,450 (39% of the total program costs). The "county 22
15 inspector" is to hold the project costs to 105% of budget! 34

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 3-minute timed writings.



Goal: At least
37wpm/3'/3e

C. 3-MINUTE TIMED WRITING

16 Now is a great time for you to look for a job. Most 11
17 employers look for people who have mastered a few office 22
18 skills. For example, if you have acquired good computer 33
19 skills and are capable of working with people around you 45
20 and are steadfast, you can find a good job. There are some 56
21 who will pay top dollar to find and keep good workers. 67
22 Your first impression on a prospective employer will 78
23 be a lasting one. Your resume should list your job skills, 90
24 your experience, and your personal information. Your zeal 102
25 when you interview for a job must come through. 111

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

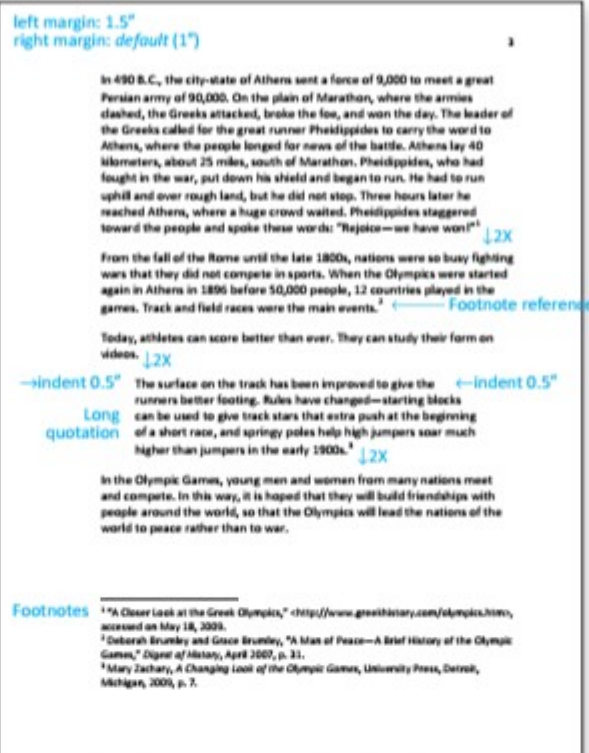
Formatting

D. LEFT-BOUND REPORTS WITH FOOTNOTES

A left-bound report requires a wider left margin to allow for binding so that text is not hidden after the report is bound. To format a left-bound report, increase the left margin to 1.5 inches.

Footnote references indicate the sources of facts or ideas used in a report. Although footnotes may be formatted in various ways, they have many characteristics in common:

1. Footnote references are indicated in the text by superior figures.
2. Footnotes are numbered consecutively throughout a report.
3. Footnotes appear at the bottom of the page on which the references appear and are preceded by a divider line, which is automatically inserted when the footnote is created.
4. A footnote should include the name of the author, the title of the book (italicized) or article (in quotation marks), the publisher, the place of publication, the year of publication, and the page number(s).
5. If a footnote lists an online reference, it should also include the URL address and the date the source was accessed.
6. Spell-check, proofread, and preview your document for spelling and formatting errors.



E. WORD PROCESSING: MARGINS AND FOOTNOTES



Study Lesson 46 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Report
46-13
Left-Bound Business
Report

SHOPPING FOR A HOME

Antonio Valdez

¶ Buying a home is a process that many of us will go through in our life time. If we are like many prospective buyers, we will experience this decision three or four major times in our working years. A home is often the largest purchase we will make, and it deserves therefore our careful attention. We must be certain to look carefully at all the information available to us.

¶ "Many people think that the most important criteria in shopping for a home is its site," says James Carson. The site should be on land that is well drained and free from flooding that can cause extensive damage. Check the local city zoning plan to

(continued on next page)

determine if you have ^{selected} ~~chosen~~ a site that is free from flooding and highwater levels [#] ~~that can cause extensive damage~~. You should also check to see if the ground is stable. Ground that shifts can cause cracks in foundations and walls.

¶ Cruise suggests that a ^{house} ~~home~~ survey be conducted in the early stages of your search:

Key problems are encroachments such as buildings, trees, or additions to the house that overlap the property line or may violate zoning regulations. The solution can be as simple as moving or removing trees or bushes ~~from the front or back of your~~ ^{house} ~~house~~.

¶ A home purchase is a major ^{entire} ~~under~~ taking with a long list of items that must be investigated. To ensure that the building is structurally sound, many prospective buyers use the services of a building inspector. The walls, ceiling, ^(if you have a basement) and floors need proper insulation. "Both ^{the} ~~depth~~ and 'r' factor need to be checked for appropriate levels."³ In addition, crossbraces should have been used between the beams supporting a floor.

¶ ^{entire} ~~Carefully~~ check the roof. Walk around the house so that you can view the roof lines from all angles. Are there any shingles missing, or is there water damage? Make note of any inconsistencies.

¹ David Sanders, "A New Home for the Millennium," *home planning magazine*, April 12, 2009, pp. 8-14.

² Karen Cruise, "Settlement Issues when Buying a New Home," *Home Finances*, 2010 July, p. 73.

³ Raymond Stiles, "Home Construction Ideas," *The Do-It-Yourself Builder*, October 17, 2009, p. 22.

**Report
46-14**
Left-Bound Business
Report

In the footnote, format
the book title in italics.

Open the file for Report 46-13 and make the following changes:

1. Delete the final paragraph in the report.
2. Add the following as the final paragraph in the report; insert the footnote as indicated.

The roof should be checked to see if any shingles are missing. Finally, a thorough check should be made of the heating, cooling, and electrical

*systems in the home. These features are as critical as any others to be examined."*⁴

⁴Jennifer Corsi, *Home Facilities Planning*, University Press, Chicago, 2009, p. 184.

Reports in APA Style

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in expressing numbers.
- Correctly use Word's header feature.
- Correctly format a report in APA style with author/year citations.

A. WARMUP

alphabet	1	His graceful bisque vases whizzed past in my taxi--no joke!
one hand	2	exceed kimono ads mop geared opinion cast onion weave plump
easy	3	Guthrie may clench his hand when they chant the old anthem.

Skillbuilding



B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
general

RULE
figure

D. NUMBER EXPRESSION

In general, spell out numbers zero through ten, and use figures for numbers above ten.

We rented two movies for tonight.

The decision was reached after 27 precincts sent in their results.

Use figures for

- **Dates. (Use *st*, *d*, or *th* only if the day comes *before* the month.)**

The tax report is due on April 15 (not *April 15th*).

We will drive to the camp on the 23d (or *23rd* or *23rd*) of May.

- **All numbers if two or more related numbers both above and below ten are used in the same sentence.**

Mr. Carter sent in 7 receipts, and Ms. Cantrell sent in 22.

But: The 13 accountants owned three computers each.

- **Measurements (time, money, distance, weight, and percent).**

The \$500 statue we delivered at 7 a.m. weighed 6 pounds.

- **Mixed numbers.**

Our sales are up $9\frac{1}{2}$ (or $9\frac{1}{2}$ or 9.5) percent over last year.

Edit each sentence to correct any errors.

4 On the 3d of June, when she turns 60, 2 of her annuities will

5 have earned an average of $10\frac{3}{4}$ percent.

6 All seven investors were interested in buying 14 condos if

7 they were located within fifteen miles of one another.

8 The credit fee is fifteen dollars, and the interest is set

9 at 8 percent; escrow will close on March 23rd before five

10 p.m.

11 The parcel weighed two pounds.

12 She also mailed three large packages and twelve small

13 packages on June 4.

14 They paid 2.5 points on the loan amount.

Formatting

E. REPORTS IN APA STYLE

In addition to the traditional academic style, academic reports may also be formatted in APA (American Psychological Association) style. In the APA style, format the report as follows:

1. Use the default 1-inch margins, and 12-pt. Calibri throughout the report.
2. Double-space the entire report.
3. Insert a header for all pages; type a shortened title and insert an automatic page number that continues the page-numbering sequence from the previous page right-aligned inside the header.
Note: APA style requires that page 1 be a title page and page 2 be an abstract. Thus, the first page of your APA report should be page number 3.
4. Type the title 1 inch from the top of the page centered using upper- and lowercase letters. Press ENTER 1 time and type the byline centered using upper- and lowercase letters. (Do not bold either the title or the byline.)
5. Indent all paragraphs 0.5 inch.
6. Type main headings centered, using upper- and lowercase letters. Press ENTER 1 time before and after the main heading.
7. Type subheadings at the left margin in italics using upper- and lowercase letters. Press ENTER 1 time before and after the subheading.
8. Spell-check, proofread, and preview your document for spelling and formatting errors.

top, bottom, and side margins: *default (1")*
double-space throughout

Computer History 3

Title A Brief History of Computers

Byline Joshua T. Reynolds

→ **tab** The first computer was probably the abacus, which was used about 5,000 years ago in Asia Minor. As we know them today, computers were first used just after the Second World War, around 1945. Since then, several computer enhancements have occurred. The following paragraphs summarize the major developments that occurred.

Main Heading Early Computers

Computers were first run by vacuum tubes. The first computer was called the ENIAC, and it was used by the U.S. Census Bureau as well as by President Eisenhower's campaign to predict his presidential victory in 1952 (Burris, 2008). ← **Citation**

Subheading Enhancement of Speed ← **Italic**

Transistors were used after vacuum tubes to run computers. These computers were known for their ability to accept instructions for a specific function that could be stored within the computer's memory. After that computer generation, integrated circuits replaced the transistors. As a result, computers became smaller, faster, and more powerful (Diaz & Moore, 2009).

The Intel chip was responsible for most of the changes taking place in computers in the last 30 years. Computers were becoming faster and faster; and

F. AUTHOR/YEAR CITATIONS

Any information based on other sources and used in a report must be documented or cited. The author/year method of citation includes the source information in parentheses at the appropriate point within the text. For more detailed information on APA citations, refer to the illustration in this book or consult the current APA style guide.

G. WORD PROCESSING: HEADERS

Study Lesson 47 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



Document Processing

Report
47-15
Report in APA Style

general
general

general

Global Warming 3

A Brief History of Global Warming | April R. Baumgartner

¶ Earth's climate constantly changes, and many scientists believe that the temperature rises we see in this decade are a natural phenomenon that occurs every so many years. Around 25,000 years ago, it is believed that earth was covered by large areas of ice. And then, about 7,000 years ago, temperatures began to rise and the "Ice Age" came to an end.

Second Ice Age

¶ In the 14th century earth experienced the start of another Ice Age where much of the land mass was covered by glaciers, mostly in three areas: Alaska, Iceland, and the Scandinavian countries. By 1850, however, earth's temperatures had warmed to the point where the glaciers receded, uncovering millions of acres of fertile soil.

(continued on next page)

general

¶ Jean Baptiste Joseph Fourier, a French mathematician, was the first scientist to propose a theory of global warming. In 1824 he discovered that the earth's temperature was slowly rising. His theory was labeled the "greenhouse effect" because carbon dioxide traps heat in the earth's atmosphere.

¶ Fourier's theory was challenged by Milutin Milankovitch, who proposed that earth's changing temperatures were nothing more than a result of orbital changes of earth. But again in the 1950s, G. S. Callendar supported Fourier's greenhouse effect, and his work led others to increase their research efforts into the concept of global warming. Over 20 mathematical models have been used to analyze global temperatures, and these findings support a belief that global warming is directly related to human activity. It was at that time that scientists voiced their opinion that an increased level of carbon dioxide emissions would trigger an outbreak of global warming.

¶ The fear that carbon dioxide emissions were responsible for an increase in global temperatures prompted the international community to propose the creation of the Kyoto protocol, an international agreement to fight global warming. Members of this organization required countries to reduce their emission of greenhouse gases.

Report
47-16
Report in APA Style

Open the file for Report 47-15 and make the following changes:

1. Place the insertion point at the end of the paragraph under the Second Ice Age heading, and press ENTER 1 time.
2. Type the subheading *Global Warming Theories* in italics at the left margin; then press ENTER 1 time.
3. Move the insertion point to the end of the document.
4. Press ENTER 1 time; then type *Global Warming Today* as a subheading; press ENTER 1 time.
5. Press TAB to indent the paragraph; then type the following text as the final paragraph in the report:

Scientists today disagree as to cause of global warming. Most support two theories: that the increased level of carbon dioxide emissions is responsible for global warming or that global warming is a natural phenomenon. All do agree, however, that global warming is an imminent problem that needs to be addressed in the future.

Reports in MLA Style

48

Goals

- Type at least 38wpm/3'/3e.
- Correctly format a report in MLA style.

A. WARMUP

alphabet
practice: w and e
easy

- 1 Meghan deftly picked valuable jewels, like onyx and quartz.
- 2 web wet were where we elbow wed dew wide ewe wee wade endow
- 3 Maud may signal her skepticism by her amendment to the bid.

Skillbuilding

B. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

C. 3-MINUTE TIMED WRITING

Take two 3-minute timed writings.



Goal: At least
38wpm/3'/3e

4	Some of us like to use the Internet for shopping. With	11
5	just a simple click of the mouse, you can shop for almost	23
6	any type of product. You can purchase books, cars, food,	34
7	games, toys, zippers, boxes, and even golf clubs by using	46
8	the computer to shop online.	52
9	The advantages of using the Web to shop with such ease	63
10	are many. First, you can shop from any place that has some	75
11	access to the Internet. Second, you can compare all prices	86
12	with other places before you make any purchase. Third, you	98
13	can have your purchases shipped directly to you. All the	110
14	savings mount quickly.	114

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. REPORTS IN MLA STYLE

In addition to the traditional academic style and APA style, academic reports may also be formatted in MLA (Modern Language Association) style. If citations are used, usually the author's last name and page number are cited inside parentheses. For more detailed information on MLA style, refer to the illustrations in this book or consult the current MLA style guide.

In the MLA style, format the report as follows:

1. Use the default 1-inch margins, and 12-pt. Calibri throughout the report.
2. Double-space the entire report.
3. Insert a header for all pages; type the author's last name and the page number right-aligned inside the header.
4. Type each element of the heading information (your name, your instructor's name, the class name, and the date) on a separate line at the left margin.
5. Type the date using the day-month-year style (15 April 20--).
6. Center and type the title using upper- and lowercase letters. (Do not bold the title.)
7. Indent all paragraphs 0.5 inch.
8. Spell-check, proofread, and preview your document for spelling and formatting errors.

top, bottom, and side margins: default (1")
double-space throughout

Benedict 1 Header

Heading David R. Benedict

Dr. Alexa Farnsworth

Information Systems 440

17 May 20--

Title Being Successful in the Job Market

→ tab Finding the right job is a challenge for most people, especially in light of an economy that makes it extremely difficult to gain employment. But there are a few steps that you can take that will improve your chances of finding that right job for you.

Look through all the job listings that are posted online by the company for which you would like to work. There is typically a link that will lead you to a page where you can post your resume. Think of specific words that focus on the job's specific requirements—these are the key words that the company representative will be looking for when sifting through the various resumes that have been posted. The more key words you have listed, the better your chances of catching someone's attention as a possible candidate for a job opening (Harrison 21).

Network with people who work for companies that offer job opportunities of interest to you. Many times these people can inform you about job openings within the company that have not yet been posted. They can also convey to

← Citation

Document Processing

Chu 1

Report 48-17

Report in MLA Style



Remember to type the author's last name and page number right-aligned in the header.



Remember to double-space the entire report.

Michael Chu
Dr. Katherine Sanchez
Telecommunications 414
14 October 20--

Evaluating a Computer System

Judging the effectiveness of a computer system has taken on a new dimension in the past few years, if for no other reason than the wide range of computer systems from which the user can select. It is, therefore, important that we investigate the criteria that should be considered in making this important decision.

Probably the most obvious criterion to be considered when one purchases a computer system is speed. The value of a computer is directly related to its speed, and a computer's speed is typically measured in gigahertz (GHz). A gigahertz is one billion cycles per second, and the more gigahertz you have to work with, the faster your computer will run. However, computer manufacturers are starting to drop the gigahertz rating from computers because there are so many other factors that determine a computer's speed (Phillips 243).

Another important consideration is memory. Software programs continue to expand and need more memory to run on today's computers. If a computer does not have sufficient memory, your computer will process slowly or not at all. When purchasing your new computer, do not settle for anything less than 8 to 12 GBytes of Dual or Tri-Channel memory.

Flexibility is also important because of the rapid turnover of hardware and software in the computer industry. The flexibility of a computer system is important for two reasons: to accommodate a variety of programs and to permit expandability. Hundreds and possibly thousands of software packages are available today to meet the needs of computer users. The computer you purchase must be able to accommodate this variety of software and be flexible enough to change with the increasing sophistication of software packages.

Report 48-18

Report in MLA Style

Open the file for Report 48-17 and make the following changes:

1. Change the title of the report to Computer System Evaluation.
2. Delete the last sentence in the first paragraph of the report.
3. Place the insertion point at the end of the fourth paragraph; then add a new paragraph with the text that follows:

Because of the substantial investment you make in a computer, you do not want to commit your resources to a computer that cannot be expanded to handle (1) newer, more powerful operating systems; (2) "memory-hungry" software packages; (3) network interfaces; and (4) additional users (Goebels and Hallock 129).

Report Citations

49

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in spelling.
- Correctly use Word's hanging indent and AutoCorrect features.
- Correctly format a bibliography, a reference page in APA style, and a works-cited page in MLA style.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 The jinxed wizards plucked the ivy stem from the big quilt.
- 2 es ekes yes espy eves less desires ewes exes eyes fees mess
- 3 Pamela may use a kayak and map to come to the old city dam.

Skillbuilding

B. MAP+: SYMBOL

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

C. PRETEST: Alternate- and One-Hand Words

- | | | |
|--|--|----|
| 4 | The chair of the trade committee served notice that | 11 |
| 5 | the endowment grant exceeded the budget. A million dollars | 22 |
| 6 | was the exact amount. The greater part might be deferred. | 34 |
| 1 2 3 4 5 6 7 8 9 10 11 12 | | |

D. PRACTICE: Alternate-Hand Keys

- | | |
|---|---|
| 7 | amendment turndown visible suspend visual height signs maps |
| 8 | authentic clemency dormant figment island emblem usual snap |
| 9 | shamrocks blandish problem penalty profit thrown chair form |

E. PRACTICE: One-Hand Words

- | | |
|----|---|
| 10 | pumpkin eastward plumply barrage poplin greater holly trade |
| 11 | manikin cassette opinion seaweed kimono created union exact |
| 12 | minimum attracts million reserve unhook scatter plump defer |

POSTTEST

Repeat the Pretest timed writing and compare performance.

F. POSTTEST: Alternate- and One-Hand Words

Language Arts

Type these frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

G. SPELLING

13 per other receipt present provided commission international
14 service position questions following industrial maintenance
15 well absence support proposal mortgage corporate management
16 upon balance approval experience facilities recommendations
17 paid because premium procedure addition directors currently

18 The international comission provided a list of proceedures.

19 That industrial maintainance proposal is curently in place.

20 The directers and management supported the recomendations.

21 Those present raised a question about a corporate morgage.

22 Six of the folowing persons have now given their aproval.

23 In edition, Kris has other experience at the facilitys.

Formatting

H. BIBLIOGRAPHIES

A bibliography is an alphabetic listing of all sources of facts or ideas used or cited in a report. The bibliography is typed on a separate page at the end of a report. In general, titles of major works like books or magazine titles are italicized, and titles of minor works like articles from magazines are typed in quotation marks. For more detailed information on entries in a bibliography, refer to the illustrations in this book or consult a current style guide.

To format a bibliography:

1. Press ENTER 5 times to begin the first line 2 inches from the top of the page.
2. Center and type BIBLIOGRAPHY in all-caps, 14-pt. font, and bold; then press ENTER 2 times.
3. Apply a hanging indent and type the first line. Each entry will begin at the left margin, and the carryover lines will automatically be indented 0.5 inch by the hanging indent.
4. Single-space each entry in the bibliography, and press ENTER 2 times between each entry.



REFER TO
Reference
Manual

R-9B: Bibliography

 Remove any automatic hyperlinks for electronic references enclosed by angle brackets immediately after they appear, and replace the angle brackets as needed.



R-10B: References in APA Style

hanging indent ↓

12 pt ↓

Book—one author → hanging indent ↓2X

Ballard, Deborah R. *Speech Recognition Systems*. Olympic Printers, Philadelphia, 2010.

Article—two authors ↓2X

Mason, Mitchell, and Allen M. Covington. "Speaking to Your Computer." *PC News*, Vol. 18, October 2009, pp. 115-117.

Newspaper article

Phillips, Jeffrey R. "The Power of the PC." *Miami News*, March 8, 2010, p. G7.

E-mail

Samuels, Jeanine. "Text Creation With Voice." e-mail message, September 9, 2010.

WWW page

"Trends in Speech Recognition Systems." *SpeaktoComputer Home page*, April 10, 2010. <<http://www.speaktocomputer.com/trends>>, accessed on June 7, 2010.

14 pt BIBLIOGRAPHY ↓5X

I. REFERENCE LIST PAGES IN APA STYLE

A reference list is an alphabetic listing of all sources of facts or ideas used or cited in a report formatted in APA style. The reference list is typed on a separate page at the end of a report. For more detailed information on reference list entries, refer to the illustrations in this book or consult a current APA style guide.

To format an APA reference list page:

1. Use the default margins.
2. Double-space the entire page.
3. Insert a header, type a shortened title, and insert an automatic page number that continues the page-numbering sequence from the previous page right-aligned inside the header.
4. Center and type *References* at the top of the page in upper- and lowercase letters; then press ENTER 1 time.
5. Apply a hanging indent and type the first line. Each reference will begin at the left margin, and the carryover lines will automatically be indented 0.5 inch by the hanging indent.

top, bottom, and side margins: default (1")
double-space throughout

Speech Recognition 10 Header

hanging indent ↓

References

Book—one author

Ballard, D. R. (2010). *Speech recognition systems*. Philadelphia: Daily Press.

Article—two authors

Mason, M., and Covington, S. (2009, October 17). Speaking to your computer. *PC News*, 18, 115-117.

Newspaper article

Phillips, J. R. (2010, March 8). The power of the personal computer. *Miami News*, p. G7.

WWW page

Trends in speech recognition systems. (n.d.). Chicago: Brandon House. Retrieved June 7, 2010, from <http://www.brandon.com/3847manual>

Book—two authors

Valdez, T., and Crookshank, D. (2009). *Computer speaking—it's that easy*. San Jose, CA: Coastal Publishing.



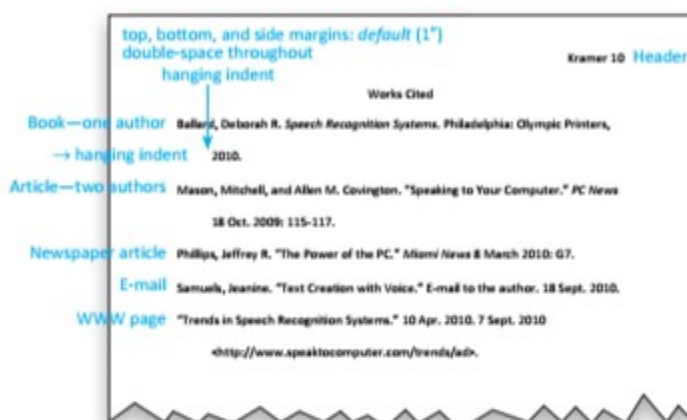
R-10D: Works
Cited in MLA Style

J. WORKS-CITED PAGES IN MLA STYLE

A works-cited page is an alphabetic listing of all sources of facts or ideas used or cited in a report formatted in MLA style. This reference list is typed on a separate page at the end of a report. For more detailed information on reference list entries, refer to the illustrations in this book or consult a current MLA style guide.

To format a works-cited page:

1. Use the default margins.
2. Double-space the entire page.
3. Insert a header, type the author's last name, insert an automatic page number that continues the page-numbering sequence from the previous page right-aligned inside the header, and close the header.
4. Type Works Cited centered at the top of the page; then press ENTER 1 time.
5. Apply a hanging indent, and type the first line at the left margin; the carry-over lines will automatically be indented 0.5 inch by the hanging indent.



K. WORD PROCESSING: INDENTATION—HANGING AND AUTOCORRECT—HYPERLINK



Study Lesson 49 in your Word Manual. Complete all the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Report
49-19
Bibliography

Italicize (but do not underline) the publication titles.



Highlighted words are spelling words from the language arts activities; do not highlight them when you type.

BIBLIOGRAPHY

Becker, Arnie, "Management Policies in Industrial Nations," *Modern Management*, Vol. 24, January 2010, pp. 22-24.

Champagne, Lester R., *CEO Questions and Recommendations*, Tennessee Valley Press, Nashville, 2009.

Driscoll, Andy, and Cynthia Rogge, "Procedures for Boards of Directors," *Daily Press*, San Francisco, 2009.

(continued on next page)

Hartwing Institute, *Premium Mortgages*, Lohr Press, Phoenix, 2008.
 "Overdue Debts of our Nation," Corpamerica, June 18, 2010, <<http://www.corporatedebt.com>>, accessed on July 8, 2010.
 Pearson, Jack E., "International Investment Guide Proposal," e-mail message, February 17, 2010.

Report
49-20
References in APA Style

An Economic Overview 12

References

- Curran, C. D., & Terwilliger, Ernest S. E. (2010). A director's position on mortgage loans. Burr Ridge, IL: McGraw-Hill/Irwin.
- Dodsworth, W. R. (2009). Current guide to insurance premiums, *The Review Insurance*, XIX, 24-34.
- Freeberg, S. A., Kingsford, M. A., & Soderbloom, Z. E. (2009). The absence of experience in job interviews. Minneapolis: The University Press.
- Mueller, D. T., & Isaacson, R. D. (2010). Questions about the present economic condition. Retrieved June 11, 2010, from the world wide web: http://www.economicforecasts.com/june_digest/forecasts.htm
- Tindall, M. G. (2008). Adjusting the balance of additional economic indicators. *The Midwest Economic Forecaster*, 23.
- Waldon, J. R. (2010). American capitalism following the economic down turn. Seattle: Puget Sound Press.

Report
49-21
Works Cited in MLA Style

Worthington 18

Works Cited

- Anderson, Cody M. "Corporate Management Policies." E-mail to the author. 9 Nov. 2010.
- Bartoletti, Lynda, et al. "E-commerce Support on the Internet." *Online Today*. Vol. 10. Aug. 2009: 123-124.
- Conner, Shelby. *Recommendations for the New Online Resources*. Cheyenne: Mountain Press, 2010.
- "Industrial Maintenance Facilities." *National Entrepreneur*. 18 Oct. 2009. 22 July 2010 <<http://www.entrepreneurnews.com/facilities.htm>>.
- Lewis, Michael, and Walter R. Arnold. *Proposal for Approval of Online Purchases*. Miami: Keys Publishing House, 2010.
- Tucker, James, and Arlene Hoffman. "International Commission on Internet Services." *Indianapolis Gazette*, 12 June 2009: B3.

Preliminary Report Pages

50

Goals

- Type at least 38/3'/3e.
- Correctly format a title page and a table of contents.
- Correctly use Word's tab set and dot leaders features.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet
number/symbol
easy

- 1 The judges quickly gave back six prizes to the famed women.
- 2 pnoe@att.net 270% Ivy & Day 3/8 Go! \$17.59 *sic (#6423-145)
- 3 The haughty widow with the auditory problem may ask for it.

Take three 12-second
timed writings on each
line.

Type each line 2 times,
using your right thumb
to strike the SPACE BAR
in the center.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 Chris may clap his hands when they chant the songs at camp.
 - 5 Hale saw a Bible of the gospel in the chapel near the lake.
 - 6 Half of the maps may be for the land and half for the lake.
 - 7 Ray may work in the field of coal when he is not busy here.
- '' '' 5 '' '' 10 '' '' 15 '' '' 20 '' '' 25 '' '' 30 '' '' 35 '' '' 40 '' '' 45 '' '' 50 '' '' 55 '' '' 60

C. TECHNIQUE PRACTICE: SPACE BAR

- 8 My dad may ask me to dig up an old oak if it is in the way.
- 9 Ty can be at the bus by six if he can hop a cab on the way.
- 10 We may ask a tax pro to pay our tax for us if we owe a lot.
- 11 My new ad on the air may get a lot of men to buy a new car.

Take two 3-minute timed writings.



Goal: At least
38wpm/3'/3e

D. 3-MINUTE TIMED WRITING

12 The Web is a vast source of facts and data on many 10
13 topics. You can view many newspapers, zip through weather 22
14 reports, find a tax form and learn how to complete it, and 34
15 search for a job. You can find answers to health questions 46
16 and learn about world events almost as soon as they occur. 57
17 E-mail is another part of the Internet that people are 69
18 using more often. They use e-mail to keep in touch with 80
19 friends and family in a quick and efficient way that costs 92
20 very little. They can write down their thoughts and send 103
21 messages just as if they were writing a letter or memo. 114

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

E. TITLE PAGE

Reports may have a title page, which includes information such as the report title, to whom the report is submitted, the writer's name and identification, and the date. To format a title page, follow these steps:

1. Center the page vertically and center all lines horizontally.
2. Center the title in all-caps and bold, using a 14-pt. font.
3. Press ENTER 2 times; then center the subtitle in upper- and lowercase and bold, using a 12-pt. font.
4. Press ENTER 12 times; then center the words Submitted to.
5. Press ENTER 2 times; then center the recipient's name and identification on separate lines, single-spaced.
6. Press ENTER 12 times; then center the words Prepared by.
7. Press ENTER 2 times; then center the writer's name and identification on separate lines, single-spaced.
8. Press ENTER 2 times; then center the date.

Strategies for Career Success



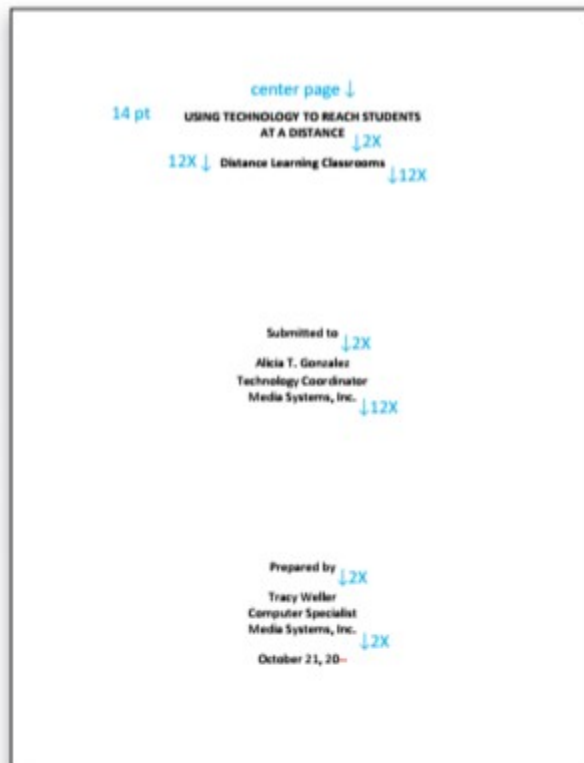
Cover Letters

A cover letter, also known as a letter of transmittal or an executive summary, introduces a report or proposal. Such letters provide an overview of the report in an informal, conversational writing style.

Let the recipient know what you are sending; for example, "Enclosed is the proposal you requested." If you're submitting an unsolicited report, explain why you've written the report. Include the report topic, and identify the person or persons who authorized the report. Recap the main points. Cite any specific information that would help your audience comprehend the material, such as whether it's a draft. Keep your cover letter short and concise.

Conclude with a note of appreciation, a willingness to discuss the report, and intended follow-up action. Will you do something? Do you want feedback? If you want the reader to act, explain what you need and provide a deadline; for example, "Please provide your comments by July 15."

Your Turn: List some ways that a cover letter can promote goodwill between the sender and recipient.



F. TABLE OF CONTENTS

A table of contents is usually included in a long report. The table of contents identifies the major and minor sections of a report and includes page numbers preceded by dot leaders. Dot leaders are a series of periods that guide the reader's eye across the page to the page number typed at the right margin. To format a table of contents:

1. Press ENTER 5 times to begin the first line 2 inches from the top of the page.
2. Center and type CONTENTS in all-caps, 14-pt. font, and bold; then press ENTER 2 times.
3. Set a left tab at 0.5 inch; then set a right tab at 6.5 inches with dot leaders.
4. Change to 12-pt. font, and type the first main heading in all-caps.
5. Press TAB to insert dot leaders and to move to the right margin; then type the page number, and press ENTER 2 times.
6. Type the next main heading in a similar fashion. If the next item is a subheading, press TAB 1 time to indent the subheading 0.5 inch.
7. Type the subheading, and then press TAB to insert dot leaders and to move to the right margin; then type the page number.
8. Press ENTER 1 time to type the next subheading or 2 times to type a new main heading.
9. Continue in like fashion until the table of contents is complete.

left tab: 0.5"
right dot-leader tab: 6.5"

	14 pt	↓5X	CONTENTS	↓2X	
12 pt ↓			OUR COMPUTER SOCIETY	→ tab 6.5"	↓2X
			HOW COMPUTERS WORK		↓2X
→ tab 0.5"			Input		5
			Processing		7
			Storage		8
			Output		12
			USING COMPUTER SOFTWARE		↓2X
			Word Processing		14
			Spreadsheet		16
			Database		17
			Graphics		19
			COMPUTERS AND YOUR CAREER		30
			Management Information Systems		21
			Careers in the Computer Industry		25
			Careers in Business and Industry		28
			Careers in Government		30
			COMPUTERS AND YOUR FUTURE		36
			BIBLIOGRAPHY		38
					41

G. WORD PROCESSING: TAB SET—DOT LEADERS



Study Lesson 50 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

Report
50-22
Title Page

GLOBAL WARMING AND ITS IMPACT ON EARTH'S CLIMATE

Including a Discussion on Future Trends

Submitted to

Brandon T. Alexander
Technology Coordinator
Anthropogenic Division

Prepared by

Richelle R. Simmons
Science Coordinator
Anthropogenic Division

February 9, 20--

CONTENTS

INTRODUCTION	2
HISTORICAL EVIDENCE	5
Ancient History	6
Last 1,000 Years	8
Last 100 Years	9
THE EFFECTS OF GLOBAL WARMING	10
Impact on Icebergs	12
Impact on Oceans	15
Temperature Extremes	16
Disease	18
PREDICTING FUTURE TEMPERATURES	20
Computer Modeling	22
Trends in Forecasting	24
Scientific Proof	25
Climate Sensitivity	27
CLIMATE CHANGE POLICIES	30
SUMMARY	35

THE POWER OF COMPUTERS

Some Predictions for the Internet and Artificial Intelligence

Submitted to

Jerry Santiago

Division Chief

Computer Dynamics Inc.

Prepared by

Marilyn R. Hasamara

Computer Consultant

Computer Dynamics Inc.

May 24, 20--

Progress and Proofreading Check



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

THE POWER OF COMPUTERS

Some Predictions for the Internet and Artificial Intelligence

Marilyn R. Hasamara

¶ Much has been written about the impact of computers and how they will alter almost every activity in our lives for years to come. There is strong evidence that this prediction will soon become a reality. The purpose of this report is to summarize changes that we will likely see in the areas of Internet activity and artificial intelligence.

THE INTERNET REVOLUTION

¶ There is little doubt that connectivity to the Internet will continue to grow in this decade. The speed at which we access the Internet will also continue to grow. The transmission of information on the Internet today will be considered but a "snail's pace" when compared to what we can expect in just a few short years. Most

(continued on next page)

information will be transmitted at gigabit speeds and higher.¹ Computer security will also be enhanced exponentially, and the safety of transmitting sensitive data over the Internet will encourage many users to increase their use of online communications to conduct everyday business activities without fear of outside interference.

ARTIFICIAL INTELLIGENCE

¶ Artificial intelligence—generally known as AI—can be described as a computer’s ability to assume an intelligence similar to that of the human brain. It enables a computer to reason and make decisions based on a preassigned set of facts or data.² But many experts predict that the computer’s power will not stop there. They predict that computers will soon become much smarter than humans by a process in which “intelligent” computers create even more intelligent computers.

¶ It is also predicted that robots will displace humans from farms and factories; we will travel in cars, planes, and trains that are operated solely by computers; and traveling on the interstate highways will be as safe as watching television at home.

¹ Delores R. Polaski, “Tomorrow’s Brainpower,” *Internet for Tomorrow*, Vol. 8, February 2010, pp. 75-77.

² Timothy T. Reynolds, “Artificial Intelligence,” *Journal of Computer Trends*, September 2009, pp. 23-24, 36.

Keyboarding Connection



Evaluating Internet Sources

Are you sure your Internet source has valid information? Because of the broad availability of the Internet and the lack of careful review stages like the ones built into print publishing, you must be cautious about the dependability of information you find on the Internet. Evaluate information on the Internet by the same standards you use to evaluate other sources of information.

The best way to ensure that information is valid is to get it from a reputable source. The Internet versions of established, reputable journals in medicine (for example, *Journal of the American Medical Association*), business (for example, *Harvard Business Review*), engineering, computer science, and so forth, warrant the same level of trust as the printed versions.

When you do not use established, reputable Web sites, use caution. Keep in mind that anyone can publish on the Internet. For many sources, there are no editorial review safeguards in place.

Your Turn: Search the Web for more assessment methods.

Employment Documents

LESSON 51

Resumes

LESSON 52

Letters of Application

LESSON 53

Interview Communications

LESSON 54

Follow-Up Letters

LESSON 55

Integrated Employment Project

The image shows a collage of documents related to employment. In the background, there is a newspaper page titled "CLASSIFIED ADVERTISING" and "JOB MARKET". Overlaid on this is a form titled "APPLICATION FOR EMPLOYMENT". The form includes sections for "PERSONAL INFORMATION" (Name, Date of Birth, Sex, Race, Marital Status, Social Security Number, Present Address, Permanent Address, Phone No.) and "SPECIAL QUESTIONS" (Do not answer any of the questions in this Form unless the employer has been asked to do so, Do not provide a question, thereby indicating that the information is required for a legally enforceable reason, Height, Weight, What Foreign Languages do you speak fluently?). There are checkboxes for "Citizen of U.S.", "Date of Birth", and "Sex". At the bottom, there is a line for "I CERTIFY THAT THE INFORMATION I HAVE GIVEN IS TRUE AND CORRECT."

Resumes

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in comma usage.
- Correctly format a resume.
- Correctly use Word's font and table column width features.

A. WARMUP

alphabet
concentration
easy

- 1 Viewing those quizzical abstracts mixed up the hefty jocks.
- 2 interchangeableness incontrovertibility nonadministratively
- 3 The men paid for their neighbor to make a robot for profit.



Skillbuilding

B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
, date

RULE
, place

D. COMMAS

Use a comma before and after the year in a complete date.

We will arrive on June 2, 2009, for the conference.

But: We will arrive on June 2 for the conference.

But: Work should be submitted between November 2009 and December 2009.

Use a comma before and after a state or country that follows a city (but not before a ZIP Code).

Joan moved to Vancouver, British Columbia, in May.

Send the package to Douglasville, GA 30135, by Express Mail.

But: Send the package to Georgia by Express Mail.

Edit each sentence to correct any errors.

- 4 The warehouse building will be ready in September, 2008.
- 5 The attorney told a clerk to use June 30, 2009 as the date.
- 6 The books were sent to Los Angeles, CA, 90029 on July 13,
7 2009 and will arrive soon.
- 8 The move to Toledo, Ohio, was scheduled for November, 2008.
- 9 The meeting began on May 3 in Chicago at 9 a.m.
- 10 We shopped for souvenirs in Nogales, Sonora on Friday.
- 11 January 1, 2012 will be a special date for our company.

Formatting

E. BASIC PARTS OF A RESUME

When you apply for a job, you may be asked to submit a resume. The purpose of a resume is to convey your qualifications for the position you are seeking. A resume should include the following:

- Personal information (name, address, telephone number, and e-mail address).
- Your career objective (optional).
- A summary of your educational background and special training.
- Previous work experience.
- Any activities or personal achievements that relate to the position for which you are applying.
- References (optional). If an employer requests references, you should have at least three people who can tell a prospective employer what kind of worker you are.

Often, your resume creates the first impression you make on a prospective employer; be sure it is free of errors.

A resume can be formatted in various styles. Choose a style (or design one) that is attractive and that enables you to get all the needed information on one or two pages.

F. RESUME

To format a resume:

1. Press ENTER 5 times.
2. Insert an open table with 2 columns and 1 row for each section of the resume. **Note:** In the illustration on page 194, you would use 6 rows.
3. Merge the cells in Row 1.
4. Change to center alignment.
5. Type your name in all-caps in Cambria 14-pt. Bold in Row 1.
6. Change font size to 12 pt. and press ENTER 2 times.
7. Type your street address followed by a comma and 1 space; type your city followed by a comma and 1 space; then type your state followed by 1 space and your ZIP Code. Press ENTER 1 time.
8. Type Phone: followed by 1 space; then type your area code and phone number followed by a semicolon and 1 space.

9. Type e-mail: followed by 1 space and your e-mail address.
10. Press ENTER 1 time.
11. Apply a bottom border to Row 1.
12. Move to Row 2, Column A; then press ENTER 1 time.
13. Change font to Calibri Bold. Type the entry in Column A in all-caps; then press TAB to move to Column B.
14. Press ENTER 1 time, and type the information related to the Column A heading in Column B.
15. Press ENTER as needed in each section to insert 1 blank line between sections.
16. Type job titles and business names in italics.
17. Continue typing all entries until you are finished.
18. For any job descriptions, increase the left indent to 0.5 inch to reposition the information.
19. Decrease the width of Column A to accommodate the longest entry.

Insert 2-column open table with 1 row for each section; apply bottom border.

<p>↓5X Cambria 14 pt Bold JUANITA R. DIAZ ↓2X</p> <p>4271 Collins Drive, Germantown, TN 38129 Phone: 901-555-3424; e-mail: jrdiaz@netcast.edu ↓1X</p>	
<p>↓11X Calibri 12 pt Bold OBJECTIVE ↓</p>	<p>↓11X Calibri 12 pt ↓ Administrative position in a school setting, preferably in Georgia. ↓1X</p>
<p>↓11X Calibri 12 pt Bold EDUCATION ↓</p>	<p>↓11X Middle Tennessee State University, Murfreesboro, Tennessee B.S. degree in administrative systems, May 2009 Dean's Honor Roll, 2008 and 2009 (3.5 on 4.0 scale) Presidential Scholarship (2006-2009) ↓2X</p> <p>North Georgia Technical College, Acworth, Georgia A.A. degree in computer technology, January 2007 ↓1X</p>
<p>↓11X Calibri 12 pt Bold EXPERIENCE ↓</p>	<p>← Calibri 12 pt Italic Instructor Assistant, Murfreesboro Middle School Murfreesboro, Tennessee September 2007 to May 2009 Assisted instructors in preparing classroom materials. Submitted daily cash reports. Prepared, maintained, and updated files.</p> <p>Administrative Assistant, Dalton Carpets Dalton, Georgia May 2004 to August 2007 Prepared daily reports for division supervisor. Maintained budget spreadsheet using Excel software. Prepared monthly company newsletter using Word and Publisher software.</p>
<p>↓11X Calibri 12 pt Bold PERSONAL ↓</p>	<p>↓11X Possess the following computer skills: • Proficient in Word, Excel, Publisher, and Internet Explorer. • Experienced in Web page design.</p>
<p>↓11X Calibri 12 pt Bold REFERENCES ↓</p>	<p>↓11X Available upon request.</p>

Manually decrease width of Column A to fit the longest entry plus a small amount of space.

(Note: Table shown with "View Gridlines" active.)

G. WORD PROCESSING: FONT AND TABLE—CHANGE COLUMN WIDTH



Study Lesson 51 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

Document Processing

MARTINA R. VALDEZ

4826 Foxworth Apartments, #201, Clio, MI 48420
Phone: 810-555-3424; e-mail: mvaldez@quickmail.net

OBJECTIVE To pursue a career in graphic design.

EDUCATION Central Michigan Business College, Mt. Pleasant, Michigan
A.A. degree in graphic design
Graduated: December 2009

Clio High School, Clio, Michigan
Graduated: June 2007

EXPERIENCE *Office Assistant, Chambers Moving and Storage*
Mt. Pleasant, Michigan
June 2008 to December 2009
Composed and typed routine correspondence; filed customer records; placed and answered telephone calls; prepared invoices; updated online customer records.

Copy Editor, Clio Daily News
Clio, Michigan
June 2007 to June 2008

Assisted the news editor with designing and preparing copy for the *Clio Daily News*; solicited subscriptions from local businesses; edited copy for the New Business forum.

ACTIVITIES Activities pursued while attending college:

- Newsletter Editor, 2009
- Member, Spanish Club, 2009
- President, Graphic Design Club, 2008-2009
- Member, Phi Beta Lambda, 2008-2009
- Vice President, Graphic Design Club, 2007

REFERENCES Available upon request.

Open the file for Report 51-26, and make the following changes:

1. Change the name to Connie R. Cameron.
2. Change the address to 725 Dearborn Street, Lapeer, MI 48446.
3. Change the phone number to 810-555-8956.
4. Change the e-mail address to ccameron@quickmail.net.
5. Change the high school attended to Lapeer Central High School, Lapeer, Michigan.
6. Delete the third activity and replace it with the following: Member, Intramural Tennis Team, 2009.

Letters of Application

52

Goals

- Type at least 39wpm/5'/5e.
- Correctly format a letter of application.

A. WARMUP

- | | | | |
|----------|---|---|--|
| alphabet | 1 | Sympathizing with those Quakers would fix their objectives. | |
| one hand | 2 | stages phylum wet pop affect jumpily tact junky beard pinky | |
| easy | 3 | The ancient emblem is the handiwork of the haughty prodigy. | |

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Skillbuilding

B. SUSTAINED PRACTICE: CAPITALS

- | | | |
|----|---|----|
| 4 | There are several different approaches that one can | 11 |
| 5 | take when considering a major purchase. Some people make | 22 |
| 6 | the mistake of simply going to a store and making a choice. | 34 |
| 7 | When one couple decided to buy a chest-type freezer, | 11 |
| 8 | they looked at a consumer magazine in the library. The | 22 |
| 9 | Sears, Amana, and General Electric were shown as best buys. | 34 |
| 10 | That same issue of their magazine compared electric | 11 |
| 11 | ranges. Jonathan and Mary Anne found that the Maytag, Magic | 23 |
| 12 | Chef, Amana, and Gibson were determined to be best buys. | 34 |
| 13 | Best buys for full-size microwave ovens were the Sharp | 11 |
| 14 | Carousel, Panasonic, and GoldStar Multiwave. Good midsize | 23 |
| 15 | models were the Frigidaire, Panasonic, and Sears Kenmore. | 34 |
| | 1 2 3 4 5 6 7 8 9 10 11 12 | |

Take two 5-minute timed writings.



Goal: At least 39wpm/5'/5e

C. 5-MINUTE TIMED WRITING

16 Have you completed your education when you graduate 11
17 from high school or finish your college work? Most people 22
18 look forward to reaching milestones, such as graduation or 34
19 completing a course. Have they learned everything they will 46
20 need to know to be successful in the real world? The answer 58
21 is not so simple. 62
22 Learning continues to occur long after you leave the 72
23 classroom. No matter what job or career you pursue, you 84
24 will learn something new every day. When you investigate 95
25 new ideas, ask questions, or find a different way to do a 107
26 job, you are continuing to learn. In the process, you gain 118
27 additional experience, develop new skills, and become a 130
28 better worker. 133
29 Getting along with your peers, for example, is not 143
30 something that you learn from studying books. You learn to 155
31 be a team player when you listen to your coworkers and 166
32 share your ideas with them. Do not hesitate to acquire new 178
33 skills or to initiate new ideas. Be zealous in your efforts 190
34 to continue your education. 195

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

D. LETTERS OF APPLICATION

A letter of application is a personal-business letter sent along with a resume to a prospective employer. Together, the letter and the resume serve to introduce a person to the organization.

The letter of application should be no longer than one page and should include (1) the job you are applying for and how you learned of the job, (2) the highlights of your enclosed resume, and (3) a request for an interview.



REFER TO
Reference
Manual

R-12B:
Application Letter

Document Processing

Correspondence
52-35

Personal-Business Letter
in Modified-Block Style

March 8, 20-- | Ms. Violet Logan | Human Resource^s Director | proctor computer
systems | 2489 Highland Ave. | Park City, UT 84060 | Dear Ms. Logan:

¶ Please consider me an applicant for the position of Data System^s Operator that
was advertised in the February 25th edition of the Park City Press.^{ital}

¶ In May I will graduate with an A.A. degree in office systems from Northern
Utah ^{Business} College. My enclosed resume shows that I have completed courses in excel,
Publisher, and Word. I also have considerable experience in working with web page

(continued on next page)

design. The skills I gained in using these software packages will be helpful extremely to your ~~Branch~~ ~~Office~~ in Provo.

¶ The position with your company is very ^Pappealing to me. I would like an opportunity to interview with Proctor Computer Systems and can be reached at either 801-555-8332 (cell) or 801-555-3872 (home).

¶ I look forward to hearing from you ^Qsoon.

Sincerely, | ^{D.}Marlene Hooper | 387 Amber Ave. | Lehi, UT 84043 | Enclosure

Correspondence

52-36

Personal-Business Letter
in Block Style

May 17, 20-- | Mr. Daniel R. Gantz | Human Resources Director | Carrington Communications | 3024 Maple Lane | Commerce, TX 75428-2314 | Dear Mr. Gantz:

¶ Please consider me as an applicant for a position with Carrington Communications. As you can see on the enclosed resume, my strength is in communication arts. I have completed a number of courses in speech, English, and communication technology. My part-time employment with your company for the past three years convinced me that Carrington Communications is the place where I would like to work.

¶ I would like to arrange an interview with you for any possible openings this summer or fall. I can be reached at 903-555-7823. Feel free to leave a message on my answering machine if I am not home when you call. I look forward to the possibility of working for Carrington Communications.

Sincerely, | Carmen S. Diamond | 489 Crescent Avenue | Greenville, TX 75401 | Enclosure

Correspondence

52-37

Personal-Business Letter
in Modified-Block Style

Open the file for Correspondence 52-36, and make the following changes:

1. Use a modified-block style.
2. Change Mr. Gantz's title to Director, Personnel Services.
3. Delete the first sentence in the letter, and insert the following replacement:
I would like to apply for the Communications Specialist position advertised in the *Commerce Journal* on May 15.
4. Add the following words at the end of the third sentence in the first paragraph:
that uniquely qualify me for an entry-level position.
5. Change the telephone number to 903-555-3398.



Interview Communications

53

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable proofreading skills by editing lines of copy.
- Correctly format an academic report and a ruled table.

A. WARMUP

alphabet
substitution: *f* and *g*
easy

- 1 If fog makes Max shiver, quickly zip down and buy a jacket.
- 2 fig fang flag frog fang gift golf gulf goof gruff fogs flag
- 3 His civic goal for the city is for them to endow the chair.

Skillbuilding

B. MAP+: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking accuracy.

PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

C. PRETEST: Common Letter Combinations

- 4 They formed an action committee to force a motion for 11
 - 5 a ruling on your contract case. This enabled them to comply 23
 - 6 within the lawful time period and convey a common message. 35
- 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

D. PRACTICE: Word Beginnings

- 7 for forget formal format forces forums forked forest formed
- 8 per perils period perish permit person peruse perked pertly
- 9 com combat comedy coming commit common compel comply comets

E. PRACTICE: Word Endings

- 10 ing acting aiding boring buying ruling saving hiding dating
- 11 ble bubble dabble double enable feeble fumble tumble usable
- 12 ion action vision lesion nation union lotion motion legion

POSTTEST

Repeat the Pretest timed writing and compare performance.

F. POSTTEST: Common Letter Combinations

Language Arts

G. PROOFREADING

Edit these sentences to correct any errors.

- 13 The Smith were please to learn from their insurance
14 agent that the covrage ona \$50,000 life insurance policy
15 policy would be increased by \$ 20,000 at no extra cost.
- 16 The continued to pay the same premum, not knowing that the
17 cash value of there original policy was being tapped each
18 month to pay an addition premium for hte new coverage.

Document Processing

Report
53-28

Academic Report

SUCCESSFUL INTERVIEWING TECHNIQUES

Raymond T. Argue

March 28, 20--

One of the chalenges that faces all prospective employees is thier performance during an interview. To be successful during an interview, there are certain steps you should take to ensure that you get the job.

DRESSING PROFESSIONALLY

You need to dress professionally for ^{an} your interview. How you dress says a lot about you, especially during a job interview. If you don't take care and dress professionally, you may be telling the interview ^{er} that this is the kind of attitude you'll display while on the job.¹

DURING THE INTERVIEW

It's always a good idea to arrive a few minutes early for the interview. If you are late for an interview, you may be conveying to ^{an} the interviewer that you will bring this behavior with you to the job. When you are greeted by the interviewer, give a ^{firm} handshake. When you enter the ^{same} interview Room, don't sit down until the interviewer suggests that you do so. Be ^e conscious of your posture when you sit. The manner in which you maintain good posture can relay an appearance of confidence and attentiveness. Use grammar correct and speak in complete sentences. Project your voice so that the interviewer can hear your responses. ^{clearly} Answer the questions you are asked. Be brief and concise, and be careful not to ramble.

(continued on next page)

ENDING THE INTERVIEW

Near the end of the interview, the interviewer will likely ask you if you have any questions. Be prepared to ask questions, because your questions may ^{relate to} tell the interviewer that you are interested in working for this company. Do your research before hand so that you are prepared to ask questions particular to the job for which you are applying and about the company itself.

End the interview on a positive note. Reaffirm your interest in working for the company and briefly restate how your visit to the company has enhanced your desire to be hired for the position for which you have applied. And lastly, don't forget to express a ^{thank-you} to all the people who interviewed you.²

Though ^{many} some of the above suggestions are critical to successful interviewing, research shows that some interviewees continue to exhibit inappropriate behavior during the interview. See Table 1 below.

Table 1. INTERVIEW BEHAVIORS As observed by 100 interviewers	
Observed Behavior	Percentage
Poorly dressed for the interview	25
Incorrect grammar	12
Responses inaudible	9
Not prepared with question	7

¹ James Sabin, "Effective Interviewing Techniques," *Interviewing Today*, August 7, 2010, p. 18.

² Roshena Karis, "Online Interviewing Techniques," *Your Interview*, February 22, 2010, <<http://www.yourinterview.net/april>>, accessed on ^{April} May 8, 2010.

Table
53-17
Ruled Table

INTERVIEW SCHEDULE

Todd Giordelli
August 18, 20--

Scheduled Time	Location	Interviewer
7:30 a.m. to 9:00 a.m.	Cafeteria	Mr. Alan Spitzer, Communications Director
9:00 a.m. to 10:00 a.m.	Room B-212	Ms. Karen Eisner, Human Resources Director
10:00 a.m. to 11:30 a.m.	Room D-134	Ms. Maureen Schiller, Chief Marketing Officer
11:30 a.m. to 1:00 p.m.	Dining Room	Members of the Search Committee
1:00 p.m. to 1:30 p.m.	Building R	Tour of Building, David Carpenter
1:30 p.m. to 2:00 p.m.	Room C-220	Mr. Vince Moore, Executive Vice President
2:00 p.m. to 2:30 p.m.	Room C-226	Ms. Gayle Hartman, Senior Vice President
2:30 p.m. to 3:00 p.m.	Room C-230	Mr. Richard DeClark, CEO

54

Follow-Up Letters

Goals

- Type at least 39wpm/5'/5e.
- Correctly format a follow-up letter.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 Dave quickly spotted the four women dozing in the jury box.
- 2 ed edge wed Eddy bed eyed cede lied fed edited led axed red
- 3 Disney World is a land of enchantment to the civic visitor.

Skillbuilding

B. PROGRESSIVE PRACTICE: NUMBERS

Follow the GDP software directions for this exercise to improve keystroking speed.

C. TECHNIQUE PRACTICE: TAB KEY

4 Kit→ Ida→ Joy→ ads→ Joe→ Jan→ Lev→ ago→ Ima→ are→ ace
5 Mom→ aft→ Job→ age→ Ham→ zip→ Obi→ Ott→ awl→ art→ Hsu
6 zoo→ Jon→ apt→ Pat→ ado→ zap→ Orr→ Ike→ Ned→ asp→ zag
7 ate→ Lou→ Mia→ Mac→ Jim→ zed→ add→ Pia→ Moe→ Lot→ Jay

Press Tab 1 time between words. Type each line 2 times.

Strategies for Career Success



Reducing Bias in Business Communication

Everything we do in business communication attempts to build goodwill. Bias-free language and visuals help maintain the goodwill we work so hard to create.

Bias-free language does not discriminate against people on the basis of gender, physical condition, race, age, or any other characteristic. Do not emphasize gender-specific words in your business vocabulary. Instead, incorporate gender-neutral words (for example, use *chair* instead of *chairman*) into your business communication.

Organizations that treat people fairly also should use language that treats people fairly. The law is increasingly intolerant of biased documents and hostile work environments. Practice nondiscriminatory behavior by focusing on individual merits, accomplishments, skills, and what you might share in common rather than illustrating differences. Treating every group with respect and understanding is essential to gaining loyalty and future business while cultivating harmonious relationships.

Your Turn: Review a document that you have recently written. Is the document bias-free?

Take two 5-minute timed writings.



Goal: At least
39wpm/5'/5e

D. 5-MINUTE TIMED WRITING

8 In the past, typing was a skill that was used only by 11
9 those who were secretaries, students, and office workers. 23
10 High school students who were in school and who had plans 34
11 for going on took a typing class so that they could type 46
12 their work with ease and skill. Often, students who wanted 57
13 to be hired to work in an office would make plans to take 69
14 advanced courses in typing. 75
15 As prices drop and as we have more and more advances 85
16 in technology of all types, people are recognizing that 97
17 they need typing skills. From the top executive to the 108
18 customer service agents, everyone needs to be able to use a 120
19 computer keyboard. Workers in almost any kind of business 131
20 use their keyboarding skills to perform their daily tasks. 143
21 Employers are looking for skilled workers who type 154
22 with consistent speed and accuracy. People who are able to 166
23 type documents accurately and enter data quickly are needed 178
24 for many types of careers. Keyboarding skills are important 190
25 for every manner of job. 195

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Formatting

E. FOLLOW-UP LETTERS

As soon as possible after your interview (preferably the next day), you should send a follow-up letter to the person who conducted your interview. In the letter you should:

- Use a positive tone.
- Thank the person who conducted the interview.
- Mention some specific information you learned during the interview.
- Highlight your particular strengths.
- Restate your interest in working for that organization, and mention that you look forward to a favorable decision.

Document Processing

Correspondence
54-38
Personal-Business Letter
in Block Style

May 25, 20-- / Mr. Daniel R. Gantz / Human Resources
Director / Carrington Communications / 3024 Maple Lane
/ Commerce, TX 75428-2314 / Dear Mr. Gantz:

¶ It was a pleasure meeting with you yesterday and
learning of the wonderful career opportunities at
Carrington Communications. I enjoyed meeting everyone

(continued on next page)

in the Technology Division. Thank you for taking the time to share with me a brief history of the company and its move to the Commerce area.

¶ I believe my experience and job skills match very well with those you are seeking for a technology consultant, and this position is exactly what I had in mind when applying to Carrington Communications.

¶ I would appreciate hearing from you when you have made your hiring decision for this position. I am very much interested in joining the professional ranks at Carrington.

Sincerely yours, / Carmen S. Diamond / 489 Crescent Avenue / Greenville, TX 75401

Correspondence
54-39
Personal-Business Letter
in Modified-Block Style

May 8, 20-- | Ms. Violet Logan | Human Resources director | Proctor Computer Systems | 2498 Highland Avenue | Park City, UT 84060 | Dear Ms. Logan:

¶ Thank you for the opportunity of interviewing yesterday with Proctor Computer Systems. Please extend my appreciation to those in your Division who participated in the interview process.

¶ The interview gave me a good feeling about the company. The positive information you shared with me about proctor convinced me that your Company is indeed where I'd like to work. I was very impressed with the progress you have made in the area of system enhancements and the positive outlook for future expansion in to the Park City market area.

¶ You may recall that I have had experience with the equipment you use at proctor. My strengths in computer software applications would blend well with your company profile.

¶ I look forward to hear from you soon regarding your immediate hiring decision.

Sincerely, / Marlene D. Hoper | 387 Amber Avenue | Lehi, UT 84043

Correspondence
54-40
Personal-Business Letter
in Modified-Block Style

Open the file for Correspondence 54-39 and make the following changes:

- Change the date of the letter to June 25, 20--
- Send the letter to Mr. Donald F. Hallada | Vice President of Human Resources | Technology Solutions, Inc. | Sulphur Springs, TX 75483
- Replace the first sentence with the following: Thank you for the opportunity to interview with Technology Solutions on June 24.
- Replace "Proctor" with Technology Solutions in the first, second, and third paragraphs.

Integrated Employment Project

55

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in composing paragraphs.
- Correctly format an application letter, a resume, and a follow-up letter.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet
number/symbol
easy

- 1 A campus TV quiz just asks why gold is buried at Fort Knox.
- 2 gilp@comcast.net (11%) Ng & Ma 4/5 No! \$13.86 *Est. #20-972
- 3 Blair's penchant for a duck dish may make him go to a lake.

Take three 12-second timed writings on each line.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 I am at my best when I am on a boat on an icy lake at home.
 - 5 I will lend a hand to anyone if he or she signals for help.
 - 6 We may take a number of maps to aid me when we visit there.
 - 7 If they work in town, they may make a visit to the old gym.
-5'.....10'.....15'.....20'.....25'.....30'.....35'.....40'.....45'.....50'.....55'.....60

C. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

Language Arts

Choose one of the phrases at the right; then compose a paragraph of three to four sentences on that topic.

D. COMPOSING PARAGRAPHS

- 8 My computer was working fine until it . . .
- 9 The Internet has helped me complete my class assignments by . . .
- 10 The one thing I like best about e-mail is . . .
- 11 I have several skills, but my best skill is . . .

Document Processing

In the previous unit you learned how to prepare a resume, an application letter, and a follow-up letter—all of which are frequently used by job applicants. You will now use these skills in preparing the documents necessary to apply for the job described in the newspaper ad illustrated below.

DESKTOP PUBLISHER

InfoJobs' mission is to shape the future of desktop publishing. We have an immediate opening to work in a team environment with desktop publishers and technical editors.

This is an entry-level position within the Marketing Department in our Denver office. Applicant must have experience in using Word, Photoshop, and PageMaker. Good verbal and written communication skills are required. Should possess the ability to acquire new knowledge through formal and self-training. Associates degree or equivalent experience required.

InfoJobs offers an excellent medical and dental program for all employees.

If interested, send a letter of application and resume to:

Mr. Harrison Campbell
HRM Department
InfoJobs, Inc.
4590 Emerson Avenue
Denver, CO 80014

InfoJobs is an Equal Opportunity Employer.

Report
55-29
Resume

Prepare a resume for yourself as though you are applying for the job described in the ad above. Use actual data in the resume. Assume that you have just graduated from a postsecondary program. Include school-related activities, courses you have completed, and any part-time or full-time work experience you may have acquired. Make the resume as realistic as possible, and provide as much information as you can about your background.

Correspondence
55-41
Personal-Business Letter
in Block Style

Prepare an application letter to apply for the position described in the ad. Date your letter April 15. Emphasize the skills you have acquired during your years in school and while working in any part-time or full-time positions. Use Correspondence 52-35 or 52-36 as guides for your letter.

Correspondence
55-42
Personal-Business Letter
in Modified-Block Style

Assume that your interview was held on April 30 and that you would very much like to work for InfoJobs. It is now the day after your interview. Prepare a follow-up letter expressing your positive thoughts about working for InfoJobs. Use Correspondence 54-38 or 54-39 as guides for your letter.

^{REY}
JEFF METCALF
^

10454 Melody Drive, Denver, Co 80234
Phone: 303-555-2241; e-mail: jeffmet@allmail.net

OBJECTIVE To obtain a position as a ^{desktop} publisher in the Denver area.

EDUCATION Rocky Mountain Technical College, Colorado Springs, CO
A.A. ~~D~~egree in ~~C~~omputer ~~S~~ystems
Graduated: December 2009

South ~~C~~ity High School, Denver, Colorado
Graduated: May 2007

EXPERIENCE Desk Clerk, Alpine Blue Resort
Vail, Colorado
May 2006 to April 2007
Checked guests in and out, provided ~~all~~ ^{assigned} information about rates and the kinds of services in the resort, ~~assigning~~ ^{assigned} guests to rooms, and made guest reservations within computer ~~reservation~~ ^{reservation} system.

Data records technician, Denver health center
Denver, Colorado
April 2007 to December 2009
Responsible for maintaining and updating a computerized system record for all hospital reports on patients. Updated medical histories and charts, and cross-indexed information for access ~~to~~ ^{to} computer ~~files~~ ^{records}.

ACTIVITIES Activities pursued ^{while attending school:}
• Colorado ~~Data~~ ^{Technicians} Association President, 2007 ⁸ to 2008 ⁹
• National Health care Employees Association, 2009 to present
• Dean's honor list, 2007 to 2009
• ~~National Society, 2005 to 2007~~ ^e
• Class president, South High School, 2006 to 2007

REFERENCES Available upon request.

Correspondence

55-43

Personal-Business Letter
in Block Style

Italicize (but do not underline) the name of the newspaper.

June 19, 20-- / Mr. Wayne Durham / McDaniel
Computer Communications / 348 Ellsworth Avenue /
Denver, CO 80280 / Dear Mr. Durham:

I am responding to your ad in the Denver Post for the position of desktop publisher.

My degree in computer systems and my experience as a data records technician provide me with the computer background you are seeking. As you indicated in your ad, I would welcome the opportunity to complete the two-week formal training course you provide for this position.

I gained valuable personal relations skills as an employee for Blue Alpine Resort, and my technical skills are well documented from 2007 to 2009 in my responsibilities as a data records technician for the Denver Health Center.

I am very interested in working for Computer Enterprises and look forward to hearing from you regarding this position. If you would like to speak to me personally, you can reach me at 303-555-2214 or e-mail me at jeffmet@allmail.net.

Sincerely, / Jeffrey Metcalf / 10454 Melody Drive /
Denver, CO 80234

Correspondence

55-44

Personal-Business Letter
in Modified-Block StyleProgress and
Proofreading
Check

Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

^{June}~~May~~ 30, 20-- / Mr. Wayne Durham / ^{Computer}McDaniel Communications / 348 Ellsworth Avenue / Denver, CO 80280 / Dear ^{Mr. Durham}Wayne:

Thank you for taking ^{the} time to interview me about the desk top publishing position with McDaniel Computer ^{communications}. The information you shared ^{with me} has enhanced my interest in working for McDaniel.

I was ^{very} impressed with the responsibility ^{you} high ^{lighted} regarding this position, and your ²-week formal training course focuses precisely on the responsibilities I was seeking in a desktop publishing position.

I hope to hear from you by ^{the end of} next week for ^a ^{positive} decision on my employment with McDaniel.

Sincerely, / Jeffrey Metcalf / 10454 Melody ^{Dr.} / Denver, CO 802⁴³

Skillbuilding and In-Basket Review

LESSON 56

In-Basket Review—Insurance

LESSON 57

In-Basket Review—Hospitality

LESSON 58

In-Basket Review—Retail

LESSON 59

In-Basket Review—Nonprofit

LESSON 60

In-Basket Review—Manufacturing



In-Basket Review — Insurance

56

Goals

- Type at least 40wpm/5'/5e.
- Correctly format a business letter, a memo, and a boxed table.

A. WARMUP

alphabet	1	All questions asked by five watch experts amazed the judge.	
concentration	2	antirevolutionaries disenfranchisements unconstitutionality	
easy	3	All eight authentic antique autos may be lent to the firms.	

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

Skillbuilding

B. SUSTAINED PRACTICE: PUNCTUATION

4	The men in the warehouse were having a very difficult	11
5	time keeping track of that inventory. Things began to go	23
6	much more smoothly for them when they got the new computer.	34
7	Whenever something was shipped out, a computer entry	11
8	was made to show the changes. They always knew exactly what	22
9	merchandise was in stock; they also knew what to order.	34
10	Management was pleased with that improvement. "We	11
11	should have made the change years ago," said the supervisor	22
12	to the plant manager, who was in full agreement with him.	34
13	This is just one example (among many) of how the work	11
14	areas can be improved.* Workers' suggestions are listened	23
15	to by alert, expert managers. Their jobs are better, too!	33
1 2 3 4 5 6 7 8 9 10 11 12		

Take two 5-minute timed writings.



Goal: At least
40wpm/5'/5e

C. 5-MINUTE TIMED WRITING

16 When you begin to think about a career, you should 10
17 assess your personal abilities and interests. Do you have 22
18 natural aptitudes in a certain area? Do you have special 33
19 interests or hobbies that you would like to develop into a 45
20 career? Do you enjoy working with other people, or do you 56
21 like to work on your own? Would you like to work in a large 68
22 office, or do you prefer to work outdoors? These questions 80
23 are important to consider when you think about your career. 92
24 Your quest to find the perfect career will be more 103
25 successful if you try to maximize the opportunities that 114
26 are available. For example, you might consider working with 126
27 an organization that offers you career counseling. A career 138
28 counselor is trained to help you determine your aptitudes 150
29 and interests. 153
30 You may contact some people who work in a career which 164
31 interests you and ask to shadow them on their jobs and ask 176
32 them questions. You might find a service online to help you 188
33 find an interesting career that can meet all of your goals. 200

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Document Processing

Situation: Today is November 17. You are employed in the office of Advantage Insurance of Cedar Rapids, Iowa. Advantage handles auto, home, and life insurance coverage in Iowa and Minnesota. You work for Samuel R. Haney, vice president. Prepare the following letter for Mr. Haney.

Correspondence
56-45
Business Letter in
Block Style

November 17, 20-- / Ms. Maribel Valez / District
Manager / 568 Curtiss Avenue / Ames, IA 50010-3568 /
Dear Ms. Valez:

¶ Several of our service representatives have indicated on our Web site chat room that new clients are becoming increasingly interested in the criteria to consider when evaluating their insurance carriers. Advantage has prided itself in years past on its reputable service record with its policyholders, and the service representatives have undoubtedly shared this record with prospective customers. However, we want to be certain that other characteristics about Advantage are also shared with these potential policyholders.

(continued on next page)

¶ Please be sure that your representatives share the following service characteristics with potential customers:

- Our claims are handled quickly and with a minimum of "red tape."
- Our ratio of number of policies to number of complaints is the highest in the industry.
- No disciplinary actions have been taken against Advantage in the past 50 years.

¶ Please share this information with your service representatives, and inform them that updated information on our services is provided on our home page for their use or for their policyholders' use.

Sincerely, / Samuel R. Haney / Vice President / *urs*

Correspondence
56-46
Memo

Mr. Haney has dictated the following memo for you to transcribe. As you can see, there are several rough-draft changes that you will have to make to the memo.

MEMO TO: Deanna Crews, ^{new}training ^{Vice}director

FROM: Samuel R. Haney, ^{President}

DATE: November 18, 20--

SUBJECT: Training Seminar

¶ Our ^{new}agent training seminar will be held on Jan. 10, and we ^{again}plan to conduct ²sessions each for auto and life insurance policies. You will be in charge of the ^{auto}life insurance seminars, and Thomas Meeks will conduct the ^{life}insurance seminars.

¶ I expect that this year's auto insurance seminars will present our ⁶basic coverage areas using the latest ^{software}presentation for the following topics:

- alphabetize this list*
- Collision
 - Comprehensive
 - Uninsured motorist
 - Medical payments or personal ^{bodily}injury protection
 - Property damage liability
 - Bodily injury liability

¶ We are the market leaders in ^{bodily}injury liability and property damage ^{liability}coverages. Therefore, you should plan to spend at least one-half of your presentation discussing our strengths in these coverages. In your presentation you ^{might like to}include the fact that our coverages in these areas have more than surpassed those of our competitors for the past ⁵years.

(continued on next page)

¶ Table 1 is attached to help you explain the ^{variety of} discounts offered for Iowa and Minnesota policyholders. | urs | Attachment

**Table
56-18**
Boxed Table



**REFER TO
Reference
Manual**

R-13B: 2-line column
heading
R-13C: Table number title

Prepare Table 56-18 as an attachment for the memo to Deanna Crews.

Table 1. DISCOUNT PROGRAMS (For Iowa and Minnesota)	
Discounts Available	Discount Amount (%)
Air bag	Up to 6.5
Antitheft device	Up to 10
Driver training course	Up to 2.5
Good driver	Up to 2
Good student	Up to 15
Multipolicy	Up to 5
Multivehicle	Up to 15
Professional driver's program	Up to 14

Keyboarding Connection



Avoiding E-Mail Flame Wars

Don't fan the flames! A flame is an offensive e-mail that expresses anger, criticism, or insults. If flames are transmitted to an e-mail list, they can produce a long list of flames and counterflames known as flame wars. Some e-mail lists have rules against this and will ban people who participate in or cause flame wars.

You may be tempted to join in, but this is a waste of everyone's time. Often the initial offense was merely a poorly worded e-mail that a reader interpreted as an insult. There are those who intentionally send inflammatory e-mail called flame bait. Resist the urge to send a cutting response, and consider whether the writer's intent was to provoke you.

If your reader misjudges something you wrote and becomes offended, just apologize. A timely apology can thwart a potential fire. Avoid miscommunication by watching how you word your e-mail.

Your Turn: Have you ever been insulted by an e-mail? What was your response?

In-Basket Review— Hospitality

57

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in number expression and hyphenation.
- Correctly format an open table, a business letter, and a business report.

A. WARMUP

alphabet	1 Fred specialized in the job of making very quaint wax toys.
one hand	2 assets linkup bat kin tested phonily wave imply refer puppy
easy	3 He has on a tux and she has on a tan gown for their social.



Skillbuilding

B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

Language Arts

Study the rules at the right.

RULE
word

RULE
• number

D. NUMBER EXPRESSION AND HYPHENATION

Spell out

- **A number used as the first word of a sentence.**
Seventy-five people attended the conference in San Diego.
- **The shorter of two adjacent numbers.**
We have ordered 3 two-pound cakes and one 5-pound cake for the reception.
- **The words million and billion in round numbers (do not use decimals with round numbers).**
Not: A \$5.00 ticket can win \$28,000,000 in this month's lottery.
But: A \$5 ticket can win \$28 million in this month's lottery.
- **Fractions.**
Almost one-half of the audience responded to the question.

Hyphenate compound numbers between twenty-one and ninety-nine and fractions that are expressed as words.

Twenty-nine recommendations were approved by at least three-fourths of the members.

Edit each sentence to correct any errors.

- 4 Seven investors were interested in buying 2 15-unit condos.
- 5 The purchase price for the buildings will be \$3,000,000.00
- 6 each, which is 1/2 the total.
- 7 The computers were mailed in 5 40-pound boxes for 2/3 of the
- 8 price paid yesterday.
- 9 Our food chain sold hamburgers for \$3.00 each last year.
- 10 I can sell nearly one-half of all the tickets at the gate on
- 11 November 13.
- 12 59 parking spaces are located within 1/2 mile of the city
- 13 center.
- 14 We must place our mailing pieces in 8 twenty-pound bags for
- 15 the mail clerk.
- 16 I don't believe more than 1/5 of the drivers have insurance.

Document Processing

Situation: Today is March 25, and you are employed in the office of Pacific Resorts in Oceanside, California. Your employer, the general manager, is Ms. Glenda Flowers. Ms. Flowers is attending a meeting in San Diego and has left the following documents for you to complete.

Table
57-19
Open Table

- number

PACIFIC RESORTS PROPERTIES			
Beach Rental Units			
Property	Rooms	Rental Rate In Season	Rental Rate Off Season
Buena Vista Landings	5	\$4,750	\$3,325
Cradle by the Sea	6	5,750	4,025
El Camino Lodge	4	3,500	2,450
Mission Bay Hideaway	5	4,500	3,150
Pacific House	6	5,800	4,050
Poinsettia Palace	4	3,375	2,350
Twenty-Two Pines Estates	5	4,250	2,975

March 25, 20-- / Mr. Shane O'Keefe / 723 Harrington
Avenue / Madison, TN 37115 / Dear Mr. O'Keefe:

¶ We were pleased to hear of your interest in renting one of our prime beach units in Oceanside, California. I have enclosed a listing of all our current properties in the Oceanside area. We have 12 two-bedroom rentals, 16 three-bedroom rentals, and 9 four-bedroom rentals. Five of our three-bedroom units have already been rented for this season; one-half of the other 32 units are still available.

¶ Our Cradle by the Sea and Mission Bay Hideaway units have ocean views and garage facilities. The El Camino Lodge and Twenty-Two Pines Estates have a gorgeous mountain view and tennis courts. The Buena Vista Landings, Pacific House, and Poinsettia Palace have a private golf course. Our most popular units are El Camino Lodge and Poinsettia Palace, and they both rent for under \$3,000.

¶ If you plan to rent one of our units, please be sure to notify us by e-mail or by calling our toll-free number at 1-800-555-3390.

Sincerely, / Glenda Flowers / General Manager / *urs* /
Enclosure / c: Kimberly England, David Pollard

word

word

word

word

- number

word

Ms. Flowers has recently purchased a fishing resort on Lake Henshaw, California, and plans to open it on April 15. Type the following report and send it to the *Oceanside Press* so that it will appear in this Sunday's special *Travel and Tourism* section. Use a standard business format to prepare the report.

KAMP HENSHAW RESORT SCHEDULED TO OPEN | Pacific Resorts

Properties | Oceanside, California

¶ Pacific Resorts is celebrating the grand opening of its newest resort property, Kamp Henshaw, located on the shores of Lake Henshaw in Santa Ysabel, California.

GENERAL INFORMATION

¶ The following information will give you an overview of our policies and accommodations:

¶ **Reservations.** The reservation desk will open on April 15 to reserve your cabin at our beautiful resort. You can reach reservations via the Internet by logging on to our Web site at <http://www.henshawresort.com>.

¶ **Accommodations.** Whether you're looking for deluxe accommodations or rustic surroundings, Kamp Henshaw has it all. You have a choice of rustic cabins nestled in the woods or large chalets overlooking Lake Henshaw. If you enjoy an evening of relaxation, each cabin includes a gazebo, out near the water's edge, that is screened in for a perfect evening of comfort.

(continued on next page)

word ¶ **Amenities.** Your lodging choice includes full kitchens for those who want to do their own cooking, or you can order a full meal through our catering service. Ten of our larger units have a game room with a large-screen television, DVD player, and computer workstation with Internet connection. We also have a library of DVD movies that you can rent. Outside the sliding glass door is a covered deck, equipped with a barbecue grill and hot tub.

LAKE HENSHAW

word ¶ Lake Henshaw is located on the southern slope of Palomar Mountain, 60 miles northeast of San Diego, California. Palomar Observatory is close by, and many tourists to the area take in a day to visit that location. Lake Henshaw encompasses approximately 1,100 acres of water and five miles of shoreline. It is widely known for its great crappie fishing and also has populations of catfish, bass, bluegill, and trout. The month of March is the wettest at Lake Henshaw, and June is the driest. Hiking is popular in the area, especially along the Gomez Trail. Twenty-five miles of hiking trails are open to the general public. Summertime temperatures are typically in the 80s, and nighttime temperatures drop down into the 60s. In the winter, temperatures typically run in the mid-50s during the day and in the 30s overnight.

PRICING INFORMATION

word ¶ We are offering a special introductory rate of \$275 through December 1. This rate includes the following:

- # word • Two-night stay for a family of four.
- # word • Four admission tickets to the Palomar Observatory.
- # word • Free rental of hiking gear for one 24-hour period.

word ¶ A full refund will be made on all hiking gear rented if there is inclement weather during the scheduled hike. If only a partial day of hiking is completed, one-half of the charges will be refunded.



In-Basket Review— Retail

58

Goals

- Type at least 40wpm/5'/5e.
- Correctly format an e-mail message, a memo, and a ruled table.

A. WARMUP

alphabet
substitution: k and l
easy

- 1 Maizie quickly paid Joan for the five new taxis she bought.
- 2 kill Karl luck kilo lake kale lick kilt leak kelp link like
- 3 The town may suspend its right to make an audit of the bid.

Skillbuilding

B. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

C. 5-MINUTE TIMED WRITING

Take two 5-minute timed writings. Review your speed and errors.



Goal: At least
40wpm/5'/5e

4 Most workers will learn about their success on the job 11
5 at least once a year. The person in charge will be the one 23
6 to conduct these reviews. Even though the job review is 34
7 quite important, either party might not look forward to 45
8 such a meeting. 49
9 Frequently, an employee and a boss can view these 59
10 meetings as a time to discuss everything that the person 70
11 has done wrong in the last year. Such a negative approach 82
12 can add a lot of stress and tension between the employee 93
13 and management. In the long run, work performance suffers. 105
14 A good manager must learn a new way to conduct more 116
15 positive job reviews. Such a meeting might start by sizing 127
16 up what the employee has done to help improve things in the 139
17 past year. Positive comments may include coming to work on 151
18 time, working well with others, and being willing to pitch 163
19 in whenever needed. 167
20 Next, the areas for improvement are discussed. Then, 178
21 the employee should be given the chance to ask questions, 190
22 write a response to the appraisal, and get feedback. 200

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Document Processing

Situation: Today is February 7. You are employed as an administrative assistant for Best Sports, a retailer for sports equipment and clothing in Albuquerque, New Mexico. Your employer is Mr. Raymond E. Abernathy, marketing director for Best Sports. Today, you are to prepare an e-mail message, a memo, and a table.

Correspondence
58-48
E-Mail Message

Hi, Brian:

I talked to Lauren Emory earlier this morning, and she has agreed to host the district meeting in El Paso on April 9 and 10.

In preparation for that meeting, would you please pull together the sales figures for last year and send them to Lauren so that she can include them in the sales presentation. For comparison purposes, here are figures for the year before last:

Quarter	District 1	District 2	District 3
First	\$48,924	\$72,230	\$110,239
Second	45,220	76,137	115,330
Third	43,234	65,200	108,114
Fourth	47,899	73,249	113,233

Ray | Raymond E. Abernathy | E-mail: reabernathy@bestsports.net |
Phone: 505-555-5690

Correspondence
58-49
Memo

MEMO TO: Lauren Emory | **FROM:** Raymond E. Abernathy, Marketing Director |
DATE: February 7, 20-- | **SUBJECT:** District Meetings

As you know, each year we rotate the location of our district meetings to one of our regional offices. This year our meeting will be held in El Paso. Would you please contact hotels in El Paso and select a suitable site for this year's meeting, which will be held on April 9 and 10.

We decided at our last regional managers' meeting that this year's meeting would highlight our Internet sales campaign. Specifically, we want to focus on the following issues:

1. How can we improve our Web page design to attract a higher percentage of the market?
2. How can we improve our e-commerce procedures so that our order-processing routine is easier and faster for the average Web visitor?
3. What links can we add to our home page to encourage visitors to view a greater percentage of our product line?

Please let me know when you have made arrangements for our meeting site. I look forward to meeting with all of you in April.

urs

Table
58-20
Ruled Table

^{BOOKS}
MONTHLY BICYCLE SPECIALS
⁵
February 7, 20--

Model	Price	Special Features
Lemans	\$590	17.5-inch frame; 27-speed drive train; adjustable seat
Serpentine	575	16 ⁵ / ₄ -inch frame; light weight; 18-speed drivetrain
Triple Asd	450	17.5-inch frame; Carbon fork; linear-pull brakes
ATB Ultra	400	17-inch frame; Aluminum frame; 18-speed drive train

Strategies for Career Success



Formatting Your Resume

The format of your resume communicates important skills—neatness and the ability to organize. Make a good first impression by following these guidelines.

Watch the spacing on your resume. A crowded resume implies that you cannot summarize. Leave adequate white space between the section headings of your resume. Use different font sizes, boldface, and italics to separate and emphasize information, but avoid using too many different fonts or formatting your text too many different ways, as this can make your resume look busy or unprofessional. Font sizes should be between 10 and 14.

Print your resume on good-quality 8½" × 11" white or off-white bond paper (for example, 20-pound stock). Colored paper doesn't provide enough contrast when your resume is copied or faxed.

Proofread your resume for spelling errors and consistency of format. Ask a few friends to review it and provide feedback.

Your Turn: Print one copy of your resume on dark-colored paper and one copy on white paper. Photocopy each resume. Which provides the better contrast for readability?

In-Basket Review — Nonprofit

59

Goals

- Demonstrate improved speed and accuracy while typing by touch.
- Demonstrate acceptable language arts skills in spelling.
- Correctly format a business report and a boxed table.

A. WARMUP

alphabet
frequent digraphs
easy

- 1 The four brawny guards just flocked up to quiz and vex him.
- 2 te tee ate byte tell tea termite ten Ute tent teed teen Ted
- 3 The penalty for such an amendment may be too gory for them.

Skillbuilding

B. MAP+: SYMBOL

Follow the GDP software directions for this exercise to improve keystroking accuracy.



PPP

PRETEST » PRACTICE » POSTTEST

PRETEST

Take a 1-minute timed writing.

PRACTICE

Speed Emphasis:
If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:
If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

POSTTEST

Repeat the Pretest timed writing and compare performance.

C. PRETEST: Close Reaches

- | | | |
|---|--|----|
| 4 | Sally took the coins from the pocket of her blouse | 10 |
| 5 | and traded them for seventy different coins. Anyone could | 22 |
| 6 | see that Myrtle looked funny when extra coins were traded. | 34 |
| | 1 2 3 4 5 6 7 8 9 10 11 12 | |

D. PRACTICE: Adjacent Keys

- | | |
|---|---|
| 7 | as asked asset based basis class least visas ease fast mass |
| 8 | we weary wedge weigh towel jewel fewer dwell wear weed week |
| 9 | rt birth dirty earth heart north alert worth dart port tort |

E. PRACTICE: Consecutive Fingers

- | | |
|----|---|
| 10 | sw swamp swift swoop sweet swear swank swirl swap sway swim |
| 11 | gr grade grace angry agree group gross gripe grow gram grab |
| 12 | ol older olive solid extol spool fools stole bolt cold cool |

F. POSTTEST: Close Reaches

Language Arts

Type these frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

G. SPELLING

- 13 development determine enclosed complete members recent site
- 14 permanent personal facility medical library however purpose
- 15 representative implementation electrical discussed eligible
- 16 organization performance minimum discuss expense areas next
- 17 professional arrangements separate changes reason field pay
- 18 Members of the medicle and profesional group discussed it.
- 19 The development of the separte cite will be completed.
- 20 A recent representative said the library facility may be next.
- 21 A perpose of the electricle organization is to get changes.
- 22 However, the implimentation of changes will be permanent.
- 23 Arrangments for the enclosed eligable expenses are listed.

Document Processing

Situation: Today is November 15. You work for Quick Ride, a ride-share company located in Newton, Massachusetts. Your job responsibilities include preparing reports that summarize weekly commuter news, typing correspondence to advertise and promote Quick Ride's services, and communicating with area commuters who subscribe to Quick Ride's services. Today, you must (1) prepare a report that summarizes services offered by Quick Ride and (2) create a table that lists drivers scheduled for December.

Report
59-32
Business Report

QUICK RIDE

Newton's Premier Ride-Share

If you're tired of driving that one- to two^h hour^m commute into Boston's busy metropolitan **area**, then let us take that burden off your shoulders. Quick Ride, the metro's premier ride-share company, is a ~~very~~ convenient, economical way to get to **&** from work. All you have to do is get on board!

Service AREAS

Quick Ride serves the cities of Newton, Needham, Welesley, Dedham, Dover, and Natick. **Next** month we will open routes to ^{Weston} ~~Boston~~, Wayland, Waltham, and Sudbury. In all, we have over 100 ~~regular~~ routes state wide, and service is expanding monthly. Easy access is guaranteed with all our routes. To view our entire service **area**, go to our Web **Site**, <http://www.qr.com>, and click the link to the Quick Ride regional service **area** map. The map ^{details} ~~gives~~ all our routes, highlights specific pick up points, and

(continued on next page)

identifies our regional facilities service. The site also allows you to link directly with our reservations office to make or change a reservation or confirm your ride-share. Visit our site today and become a ride-share enthusiast.

COSTS OF COMMUTING

A recent article showed that commuting just fifteen miles each way can cost a minimum of \$1,200 per year; sharing the ride with someone else can cut your commuting expenses in half.¹ In addition to the cost of gas, you must figure also in other costs of transportation such as maintenance on your vehicle, insurance, premiums, depreciation, and finance charges.² You should also consider how you are helping the traffic congestion and air pollution problems by ride-sharing. And don't forget about the possibility of being involved in an accident. Finally, you can reduce stress by ride-sharing because you can choose to leave the driving to someone else.

RESERVATIONS AND BENEFITS

If you want to make arrangements to reserve a seat on a Quick ride route, just call one of our professional service representatives at 1-800-555-Trip. Our representatives in the field have information on routes, schedules, ride availability, and other benefits. For example, we have an e-Ride available for you if there is an emergency that requires you to immediately get home. Here are some special benefits with Quick Ride:

- A free commute for every 500 commuting miles.
- Separate insurance and medical coverage.
- Flexible payment policy.
- 4 free taxi rides home per year in the event of illness or personal emergency.

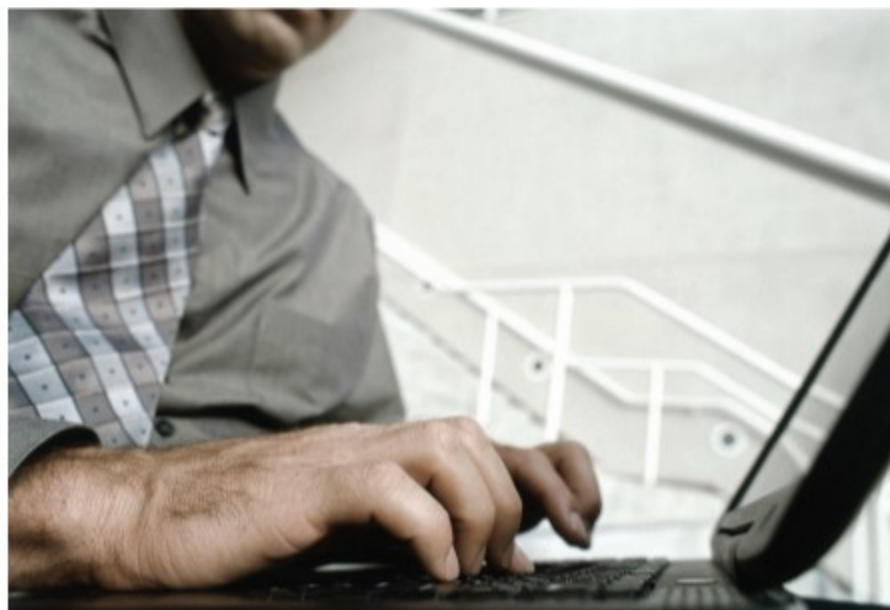
¶ We believe you will find Quick Ride a convenient, reasonably priced alternative for your commute to Boston.

¹ Angela Snyder, "Environment Clean Up With Ride-Share," *Environmental Planning*, December 21, 2010, p. 18.

² Mel Ragsdale, *Cleaning Up America*, Bay Area publishing, Boston, 2010, p. 142.

Table
59-21
Boxed Table

QUICK RIDE DRIVERS For December			
From	To	Name	Telephone
Newton	Boston	M. Rainwater	617-555-8924
Newton	Cambridge	A. Castillo	508-555-8832
Dedham	Boston	M. Lopez	508-555-1223
Dedham	Medford	R. Chandler	774-555-3350
Dover	Boston	T. Blankenship	508-555-9012
Natick	Cambridge	R. Gaston	857-555-7702
Wellesley	Somerville	W. Moore	617-555-8855
Wellesley	Boston	A. Owens	508-555-7812
Needham	Lexington	R. Fairchild	508-555-1240
Needham	Boston	G. Saylor	774-555-3892



In-Basket Review— Manufacturing

60

Goals

- Type at least 40wpm/5'/5e.
- Correctly format a business letter, an open table, an e-mail message, and a memo.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

A. WARMUP

alphabet
number/symbol
easy

- 1 Two radio jocks helped fax my big quiz for driving lessons.
- 2 (mloy@usa.net) 45¢ Eng & Ray 4/7 Grr! \$3.67 *p. 259 #28-013
- 3 They may blame me for my penchant to laugh a lot in Peoria.

Take three 12-second timed writings on each line. The scale below the last line shows your wpm speed for a 12-second timed writing.

Type each line 2 times. Type each sentence on a separate line by pressing ENTER after each sentence.

Skillbuilding

B. 12-SECOND SPEED SPRINTS

- 4 He may go with us to the giant dock down by the handy lake.
 - 5 She is so good at her work and likes what she does as well.
 - 6 His civic goal for the city is for them to endow the chair.
 - 7 His body of work may charm the guests who visit the chapel.
- '''' 5'' ''10'' ''15'' ''20'' ''25'' ''30'' ''35'' ''40'' ''45'' ''50'' ''55'' ''60

C. TECHNIQUE PRACTICE: ENTER KEY

- 8 Step on it. Stop now. We are. Get up. Enough? Be here. Why?
- 9 See me. Who is he? So soon? Do it now. Who knew? We are up.
- 10 Busy? Find it? Go! Catch. Give. Begin. Who can go? Who did?
- 11 Why me? We can. Today. Really. Do not. See? When? Says who?

Take two 5-minute timed writings. Review your speed and errors.



Goal: At least
40wpm/5/5e

D. 5-MINUTE TIMED WRITING

12 Information technology is among the fastest-growing 11
13 job fields today and is also one of the fields to change 22
14 the quickest. The goal of many schools is to try to prepare 34
15 students to be specialists in a workplace that continues to 46
16 be challenging and will need to change quickly as advances 58
17 are made in technology. 63
18 Those who wish to work in a field that will not stand 74
19 still need to know all about the systems with which they 85
20 labor. Network administrators, for example, will often take 97
21 courses to certify that they have a sound knowledge of any 109
22 of the new hardware. They must also learn about specific 120
23 equipment and have an understanding of how new software 131
24 will function with hardware. 137
25 Those who wish to pass certification exams must have 148
26 the zeal, determination, and drive to complete all of the 160
27 requirements. They know that it will not be long before the 172
28 current systems will be upgraded or new software will be 183
29 released. They need to learn the latest systems and review 195
30 their certification again. 200

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Document Processing

Situation: Today is August 31. You are an administrative assistant, and you work for Disk House Inc. in Boulder, Colorado. Your supervisor is Ms. Rhonda Mendoza, sales and marketing director. Ms. Mendoza has asked you to prepare the following documents for her while she is in a staff meeting this morning. The letter is to be prepared for her signature, the table will be enclosed with the letter, the e-mail is to be sent out ASAP, and she will initial the memo before sending it out this afternoon.

Correspondence
60-50

Business Letter in
Block Style

August 31, 20-- | Ms. Sharon Chiro | 8731 Paseo de Peralta | Santa Fe, NM
87502-3214 | Dear Ms. Chiro:

¶ We were pleased to see that you have used our Web site at www.diskhouse.com to inquire about our online catalog. We specialize in computer drives of all types: CD-ROM, DVD, and hard drives. I have enclosed a listing of our most popular DVD writers that will appear online next week in our catalog. As a new customer, you are invited to visit our catalog and place your order at these special prices.

¶ Our online customers receive the same privileges as our hard-copy catalog shoppers. These online privileges include:

- No shipping charges.
- Toll-free customer support line.
- Discounts on purchases of ten or more items.
- Ninety-day warranties (parts and labor) on all purchases.

(continued on next page)

¶ We look forward to many years of doing business with you. Please e-mail me at rmendoza@diskhouse.com if you have any questions or would like additional information.

Sincerely, | Rhonda Mendoza | Sales and Marketing Director | [urs](#) | Enclosure |
c: R. Hsu, S. Horton

Table
60-22
Open Table

DVD/BLU-RAY BURNERS (Effective Dates September 3 to September 9)			
Model No.	Part No.	Price	Specifications
5500 Blu-ray	64702-BR	\$154.99	25 to 50 GB capacity
275 DVD	32102-DVD	75.50	8X Lightscribe
303 DVD	33420-DVD	82.50	16X notebook drive
6500 Blu-ray	74781-BR	178.00	6X Blu-ray ReWriter
7000 Blu-ray	81440-BR	185.75	100 GB capacity

Correspondence
60-51
E-Mail Message

Hi, Marlene:

¶ Your order for Internet service has been processed, and you can enjoy surfing the Web immediately. As a customer of Mountain Communications, a subsidiary of Disk House Inc., you will enjoy several benefits:

1. You will receive 24/7 customer service when using our service hotline at 1-800-555-3222.
2. You will be protected by M-Protect, Mountain's virus protection software.
3. You will receive 20 Mbytes of Web page space.
4. You will receive automated credit card billing.

¶ Thank you for joining Mountain Communications. Please e-mail us at support@mc.net if you have any questions, or call us on our service hotline.

Rhonda | Rhonda Mendoza | E-mail: rmendoza@diskhouse.com | Phone: 303-555-1345

Correspondence
60-52

Memo

Progress and
Proofreading
Check



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

MEMO TO: Martha R. Durham, Publications Department | **FROM:** Rhonda Mendoza, Sales and Marketing Director | **DATE:** August 31, 20-- | **SUBJECT:** Ad in the *Rocky Mountain Daily*

¶ Martha, please include the following criteria in our ad that will run in the *Rocky Mountain Daily* this Sunday:

1. Quarter-page ad.
2. Run-time: 10 days.
3. Location: Business Section and Classified Section.
4. Contact: Include telephone and fax numbers as well as e-mail address and home page URL.

¶ This is our first ad piece in the *Rocky Mountain Daily* since we ran that special promotion last March. Let's add some graphics to make this one an "eye-catcher."

urs

Strategies for Career Success



Writing a Job Application Letter

What's the goal of the letter that accompanies your resume? The goal is to get the interview. No two letters of application are alike.

In the opening paragraph, state your purpose (for example, the position applied for, or how you became aware of it).

In the middle section, sell yourself. Convince the reader that you are the best match for the job. If you respond to a job posting, match your qualifications to the job description. If you send an unsolicited letter, specify how the employer would benefit from your qualifications. Also, refer to your resume.

In the closing paragraph, show confidence in your abilities (for example, "I'm certain I can meet your needs for a . . ."). Then state a specific time you will call to schedule an interview.

Your Turn: Obtain a job description for which you are qualified. List the job requirements, and then list your qualifications that match.

Outcomes Assessment on Part 3

Test 3

5-Minute Timed
Writing

1 People are often the most prized assets in a business. 11
2 Excellent firms know that having well-qualified workers is 23
3 an important step to ensure the success of the company. The 35
4 people in charge can play a huge part in how much success a 47
5 firm will have when they provide a workplace that is meant 58
6 to support teams of people who can work together to achieve 70
7 a common goal. 74
8 When people know they are being encouraged to work 84
9 toward achieving their own goals as well as the goals of 95
10 the company, they will respond by working to their highest 107
11 potential with ardor and zeal. 113
12 Managers need to show that they value the hard work 124
13 and long hours that employees put in to ensure the success 136
14 of the business. People thrive on compliments that show 147
15 their work is appreciated. They like to be rewarded in some 159
16 way when they have done an exceptional job. When those in 171
17 charge are successful in motivating the employees to work 182
18 to their full potential, their company will prosper. The 194
19 result is that each person wins. 200

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Correspondence Test
3-53
Business Letter in
Block Style

August 10, 20-- / Mr. Randy Strickland / Cambridge
Properties / 832 Oldham Avenue / Knoxville, TN
37912-3841 / Dear Mr. Strickland:

¶ Let me introduce myself. I am committee chair of a group that monitors development projects in Knoxville, Tennessee. It was brought to my attention that your proposal to construct 100 three- and four-bedroom homes was approved by the city council last night. As a resident in a neighboring community, I wish to share with you the stipulations we would like you to incorporate in your development project:

- The new homes should have no fewer than 2,700 square feet of living space.
- All structures should have brick frontage.
- No external, unattached buildings should be constructed.

(continued on next page)

¶ Following these stipulations will ensure that your homes adhere to our community building codes.

Sincerely, / Dominique Walters / Committee Chair / urs /
c: D. McMillan, N. Snyder

Correspondence Test
3-54
E-Mail Message

Sarah,

¶ Our DTP certificate seminar will be held in Kansas City on March 14. Upon request of last year's participants, we want to be sure to include the topics scheduled in Table 1 below.

Table 1. SEMINAR SESSIONS

Session Topic	Scheduled Room	Scheduled Time
Web Page Design	Dakota	8:00 a.m. to 9:30 a.m.
Computer Graphics	Missouri	10:00 a.m. to 11:30 a.m.
Blu-Ray Technology	Gateway A	1:30 p.m. to 3:00 p.m.
Online Marketing Techniques	Gateway B	3:30 p.m. to 5:00 p.m.

¶ These were the four most popular topics at the regional meeting. Let's use a brochure design similar to the one we used at that meeting. I will send you a copy of the brochure tomorrow.

Chris | Chris Meadows | E-mail: cmeadows@commtech.com | Phone: 816-555-0782

Report Test
3-33
Business Report

AIR POLLUTION

¶ When we hear about pollution, we think of smog, traffic congestion, acid rain, and other pollutant-related terms. However, we also need to consider contaminants in the air we breathe and chemical pollutants around us. We need to be concerned about indoor air because it can affect the health, comfort, and productivity of workers.¹

POLLUTANTS AND CONTAMINANTS

¶ Chemical pollutants include tobacco smoke and chemical spills. Particles include pollutants such as dust and dirt from drywall, carpets, and copying machines.² Biological contaminants can include bacteria, viruses, molds, pollen, and water spills. These contaminants cause allergic reactions that trigger asthma attacks for an estimated 17 million Americans.³

IMPROVING AIR QUALITY

¶ The three basic approaches to improving air quality include the use of filters to clean the air, the use of ventilation systems to remove the pollutants, and the use of air pressure to keep the pollutants "at bay." The method we use to improve air quality depends on how difficult it is to separate the impurities.

(continued on next page)

ADMINISTRATIVE RESPONSIBILITIES

¶ Office managers can help by reviewing records pertaining to air conditioning and ventilation systems. They can also help by providing training sessions for employees to learn about maintaining clean air. Finally, they can keep a record of reported health complaints related to polluted air and aid in resolving these complaints.

A TEAM EFFORT

¶ All workers can have a positive impact on improving the quality of the air they breathe. For example, simply making sure that air vents and grills are clean will help improve the quality of air. People who smoke should do so only in areas designated for smoking.

¹ Juan Montero, *Pollutants in America*, Southwest Press, El Paso, Texas, 2010.

² Julie Bergstrom, "Pollution in the Office," *Boston Globe*, June 17, 2009, p. B4.

³ "Breathing Clean Air," April 8, 2010, <<http://www.airamerica.com/dirty.htm>>, accessed on May 13, 2010.

Strategies for Career Success



Interview Thank-You Letter

Expressing your appreciation is a very important follow-up step in your job search. Send a thank-you letter or e-mail within 24 hours after your interview.

In the opening paragraph, thank the interviewer for taking time to meet with you. Make a positive statement about the company or interview feature (for example, meeting potential coworkers).

In the middle paragraph, close the sale. Address any qualifications you neglected to mention. Turn around an interview weakness (for example, reconsider your statement that you wouldn't travel). Strengthen your relationship with the interviewer (for example, refer the interviewer to a good article on a topic in which he or she expressed interest).

In the closing paragraph, ask to be notified when the decision is made. A thank-you letter ensures that your last impression is a positive one.

Your Turn: After your next interview, send a thank-you letter to effectively close the sale.

